

## **PERFORMANCE REVIEW SUB-COMMITTEE**

Minutes of the meeting held on Wednesday 22 March 2000 at the Town Hall, Royal Leamington Spa at 6.00 pm.

**PRESENT:** Councillor Mrs Evans (Chair); Councillors Mrs Begg, Boad, Caborn, Mrs Clayton, Mrs Compton, Dove, Ms Flanagan, Hodgetts, Shilton, Wooller.

(Councillor Wooller substituted for Councillor Coker)

### **1. MINUTES**

The minutes of the meeting held on 19 January 2000 having been printed and circulated were taken as read and signed by the Chair as a correct record.

### **PART I**

(Matters not the subject of powers delegated to the Sub-Committee by the Council)

### **2. FUNDAMENTAL REVIEW OF THE INFORMATION TECHNOLOGY UNIT**

The IT Fundamental Review Group submitted a report on the findings of the fundamental review of the information technology service, the printing service and the management of telephones.

The Sub-Committee received a presentation from Martin Boyle of Hedra, which had been one of the consultants commissioned by the member group to assist with the review. The presentation highlighted the Best Value benchmarking process and the results of that exercise, the user's satisfaction survey results, a comparison of the Council's service with out-sourced IT, and the strength and opportunities of the current IT service.

The member group had used the results of the SOCITM (Society of Information Technology Managers) satisfaction survey, the comprehensive benchmarking study prepared by Hedra, a report on the current and future IT strategy carried out by Terraquest, and a report on document production services prepared by Xerox, to arrive at the conclusions and recommendations shown in the report.

## **PERFORMANCE REVIEW SUB-COMMITTEE (Continued)**

The overriding conclusion of the review was that the current IT service was cost efficient and users were very satisfied with the service received. The report set out the key points which had emerged from the review, highlighting a number of aspects which needed to be addressed, and additional requirements which were being placed on the service in the next few months. Further details on the conclusions of the review together with a proposed information technology performance plan were appended to the report.

### **RECOMMENDED** that:-

- (1) a new ICT (Information and Communications Technology) Strategy should be prepared taking into full account the findings of the Terraquest report, outcomes of other fundamental reviews, the ISB scheme and the longer term staffing requirements associated with more IT investment;
- (2) IT provision should remain in-house as it is more cost effective than externally provided IT services and has a higher level of user satisfaction;
- (3) the voice and data network service provision should be combined with IT services as an ICT unit;
- (4) the new ICT unit should take the lead in the preparation of the ICT Strategy and management of its implementation, in particular the introduction of new IT systems;
- (5) there should be a move towards a "utility" model of IT charging where there is a cost per managed desktop to include a rolling programme of hardware replacement;
- (6) the IT print function and the central reprographics unit should be combined into one function and the services provided should be subject to tender to be provided as a managed service based in Leamington House;
- (7) the Performance Plan for the new ICT unit as appended to the report be agreed; and

## **PERFORMANCE REVIEW SUB-COMMITTEE (Continued)**

- (8) additional resources be provided in 2000/2001 to enable the employment of six more IT staff in order to maintain the existing level of service, allow for the additional demands on staff time that will be placed as a result of new requirements and allow for an investment in research which will generate savings and productivity gains elsewhere in the Council.

### **3. LOCAL LAND CHARGES FUNDAMENTAL REVIEW**

The Sub-Committee considered a report from the Local Land Charges Fundamental Review Group on the findings of the review of the Council's Local Land Charges Service.

Details of the conclusions of the review together with a proposed action plan were appended to the report. As part of the review visits had been made to Solihull Metropolitan Borough Council, Rugby Borough Council and Kettering Borough Council to view their land charges systems. The group had also received a demonstration on the MVM Searchnet Computer System.

One of the proposals in the action plan was for the Member Review Group to continue to investigate the viabilities of introducing a corporate Geographical Information System (GIS) system.

#### **RECOMMENDED** that:-

- (1) the report of the Local Land Charges Fundamental Review Group be approved; and
- (2) the action plan for Local Land Charges be approved.

### **4. FUNDAMENTAL REVIEW OF CROSS-SERVICE ISSUES**

The Sub-Committee considered a report from the members of the cross-service review group on the outcome of their review and recommending that the review should be undertaken again.

The following cross-service issues had been identified:-

Public Conveniences  
Car Parks.  
CCTV Control Room (and impact upon Leamington House)  
Public areas.  
Drainage Matters.

The team had agreed to review public conveniences and car parks first.

## **PERFORMANCE REVIEW SUB-COMMITTEE (Continued)**

It was clarified that base line data had been supplied by the Engineering and Leisure Business Units, copies of which were appended to the report. However, members had experienced difficulty in moving beyond this stage. The report outlined the lessons that had been learnt from trying to undertake this review.

### **RECOMMENDED** that:-

- (1) the cross-service reviews should be entered into again with greater vigour;
- (2) the member group should have responsibility for one service review; and
- (3) Business Units should be reminded of the upmost need for cooperation and openness.

## **5. AN EVALUATION OF KENILWORTH CONNECTION - THE FIRST YEAR**

The Sub-Committee considered a report from the Commissioning Team on the review of the first year of the pilot one-stop shop, Kenilworth Connection.

The Kenilworth Connection had opened on 30 November 1998 and had been established as a two year pilot. The report provided an evaluation from 30 November 1998 to 27 November 1999 and included the number of customers, measurement of performance against the success criteria and the range and nature of enquiries.

The report set out details of the numbers of customers, customer care issues, staff standards, information and openness, customer satisfaction surveys, measurable improvements, internal customers, range and nature of enquiries and staffing matters.

The outcome of the evaluation had shown that continuous progress had been made and that the vast majority of customers were highly satisfied.

## **PERFORMANCE REVIEW SUB-COMMITTEE (Continued)**

It was clarified at the meeting that in February 2000 the Strategy Committee had agreed funding of the service up to May 2001.

**RECOMMENDED** that the results of the evaluation of the first year of the Kenilworth Connection be noted.

### **6. COMMISSION FOR RACIAL EQUALITY STANDARDS AND STEPHEN LAWRENCE/McPHERSON REPORT**

The Sub-Committee considered a report from the Commissioning Team on the progress in relation to the Commission for Racial Equality (CRE) Standards and proposed actions to ensure that the Council met their responsibilities under the more recent Stephen Lawrence/McPherson Inquiry.

Currently, seven Business Units had been evaluated in relation to working towards level 3 of the CRE Standards and either had an action plan in place or were in the process of drafting one. A key element of the standards was that there should be a monitoring process in place and, therefore, the progress made by the action plans would be reviewed by the Commissioning Team on a regular basis with each Head of Business Unit.

The report outlined action that was already being taken on a Council wide basis and referred to the recent Stephen Lawrence/McPherson Inquiry.

**RECOMMENDED** that the following work/investigations be approved:-

#### (1) Internal

- To continue commitment to the CRE Standards

- To increase staff awareness by:-

(a) producing a summary of the Council's responsibilities and how that will affect them

(b) introduction of a detailed 'equality' training course (as the Council did for Disability Awareness). This will complement/enhance existing training given

- To introduce training for members in this area to ensure you are kept up to date with changes and developments.

#### (2) External

- To produce a leaflet defining the Councils' 'equality' position that states what ethnic minority communities can

## **PERFORMANCE REVIEW SUB-COMMITTEE (Continued)**

expect from Warwick District Council as a service provider;

- The development of an additional complaints procedure which will be specific to issues of race

- To raise the profile of the Councils' current position and future intentions by:

(a) Issuing a number of press releases.

(b) Signing up to the recruitment directory to be produced by the Federation of Black Housing Organisations to promote WDC as an equal opportunities employer

- To pro-actively commence initiatives to encourage ethnic minorities to come to work for WDC, eg running work experience schemes for ethnic women who have been out of the work place for some time; and

(3) progress reports be submitted to the relevant Committee.

### **7. REVIEW CONSULTATION PROCEDURE**

The Sub-Committee considered a report from the Commissioning Team on a revised review consultation procedure.

The review consultation procedure for the Council had been in place for some time and had not been reviewed. Change within the Council was high on the agenda with the move to Leamington House and the modernising of local government agenda so it was considered necessary to ensure that the mechanism for consulting staff and the Unions about reviews of working practices was up to date.

The draft revised procedure had been the subject of consultation with the Chief Executive, Heads of Business Units, and Trade Unions.

**PERFORMANCE REVIEW SUB-COMMITTEE (Continued)**

The revision of the policy would be announced in the next issue of Warwick Update with a reference to the availability of the policy. Special attention would be given to ensuring that all managers and policy makers were aware of the changes.

**RECOMMENDED** that the revised review consultation procedure as attached to the report be endorsed.

**PART II**

(Matters delegated to the Sub-Committee by the Council)

NIL

(The meeting ended at 7.30 p.m)

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