

## **AGENDA ITEM NO. x**

Minutes of the meeting of the Transformation Programme Sub-Committee held in  
The Council Chamber, The Grange, Nutholt Lane, Ely on Tuesday  
23<sup>rd</sup> November 2016 at 4:30pm

### **P R E S E N T**

Councillor Anna Bailey (Chairman)  
Councillor Sue Austen  
Councillor Mike Bradley  
Councillor Dan Schumann  
Councillor Lisa Stubbs

### **OTHERS PRESENT**

Mark Chadwick – Principal ICT Officer  
Andy Radford – Director, Resources  
Adrian Scaites-Stokes – Democratic Services Officer  
Annette Wade – Customer Services Manager  
Mr Brian Cox – Foresight Consultants  
Mr Lon Jeal – Foresight Consultants

#### **17. PUBLIC QUESTION TIME**

There were no questions received from members of the public.

#### **18. APOLOGIES**

Apologies were received from Councillor Jo Webber.

#### **19. DECLARATIONS OF INTEREST**

There were no declarations of interest.

#### **20. MINUTES**

The Democratic Services Officer offered apologies for missing Councillor Sue Austen apologies received for the last meeting which were not recorded. An amendment to the minutes was therefore required to correct that aberration.

It was resolved:

That the Minutes of the meeting held on 27<sup>th</sup> September 2016, as amended, be confirmed as a correct record and be signed by the Chairman.

21. **CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

22. **EXCLUSION OF THE PUBLIC INCLUDING REPRESENTATIVES OF THE PRESS**

It was resolved:

That the press and public be excluded during consideration of agenda item number 6 because it was likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during the item there would be disclosure to them of exempt information of Categories 1,2 and 3 Part 1 Schedule 12A to the Local Government Act 1972 (as Amended).

23. **PROGRESS REPORT ON THE TRANSFORMATION PROGRAMME AND ICT SERVICE**

The Sub-Committee considered a report, reference R127 previously circulated, that updated members on progress in delivering the Council's Transformation Programme and set the scene for the next steps in the Transformation Programme.

The Director, Resources advised the Sub-Committee that Appendix A consisted of a report from Foresight, the consultants, and contained a whole set of other appendices. The report discussed Phase 1 of the transformation Programme and looked forward to Phase 2. The Committee was asked to consider the priorities that should be focussed on during Phase 2. This would lead to a more detailed set of proposals for consideration at the next Sub-Committee meeting.

Mr Brian Cox addressed the Sub-Committee outlined the work undertaken as part of Phase 1, the service areas that had been involved and the challenges that had been faced. With no additional budget available to conduct the work, it had meant a consideration of re-allocating resources. Some good projects had been completed to enhance customer service and this had lead to identifying some projects for Phase 2 to build on the work done.

On the whole the customer service projects had been successful but there had been some that had not gone so well. There was also some work required to address deficiencies in a number of areas and this could be attended to during Phase 2.

Mr Lon Jeal had attempted to detail estimates for the potential work in Phase 2. A number of ideas to improve service efficiency and safeguard Council information were suggested.

In conclusion Mr Brian Cox stated that Phase 1 of the Transformation Programme had been achieved and the Council should move forward into

Phase 2. This would help solve outstanding issues and provide opportunities for service efficiencies.

Councillor Lisa Stubbs highlighted the need to have the right people in the right place with the right skills, and appreciated the work that had gone into the Programme details.

Councillor Anna Bailey noted there was some outstanding work still ongoing from Phase 1 but was content with how it had progressed. More information was needed on the ongoing issues and how long they would take to resolve. Now the focus needed to be on business needs, what the priorities were and how they would be delivered.

Councillor Mike Bradley had very grave concerns about the whole situation, as there were a lot of things coming up for renewal. As Phase 1 had finished, time should be taken to stop and reflect on what was needed to progress.

Councillor Dan Schumann wanted to ensure that the next Phase was costed and that the recommendations within the report related to the next plans, so the process was followed through.

It was resolved:

- That the progress on delivering Phase 1 of the Transformation Programme be noted;
- That the reports attached to the Foresight Consulting (UK) Ltd report be approved;
- That officers be requested to commence a review of the resourcing requirements to support Phase 2 of the Transformation Programme and the longer term requirements;
- That officers be requested to develop a prioritised Phase 2 for consideration at the next Transformation Sub-Committee meeting.

#### 16. **FORWARD AGENDA PLAN**

The Sub-Committee received a copy of the Forward Agenda Plan, which had been previously circulated.

It was resolved:

That the Forward Agenda Plan be noted.

The meeting closed at 5:14pm.