

Service Improvement & Efficiency Committee

Minutes of a meeting of the **Service Improvement & Efficiency Committee** held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on **29 October 2018 at 10.00 am** when there were present:

Mr G Peck – Chairman

Mrs J K Copplestone
Mr G K Nurden

Mrs J Leggett
Mr D C Ward

Also in attendance were the Head of Corporate Resources, the Head of Democratic Services and Monitoring Officer, the ICT and Facilities Manager, the Service Improvement Officer and the Committee Officer (DM).

9 APOLOGIES FOR ABSENCE

Apologies for absence were received from Mr C Harrison, Mrs L H Hempsall and Mr F Whymark.

10 MINUTES

The Minutes of the meeting held on 10 September 2018 were confirmed as a correct record and signed by the Chairman.

11 COLLABORATIVE WORKING

Members received a presentation from the Head of Corporate Resources which was being presented to the Joint Lead Members Group the following day. Work had now begun on the implementation phase of collaborative work and the programme team had drawn up a route map for this work. The new Joint Managing Director would be officially taking up his role on 2 January 2019 but had already undertaken informal walkabout sessions to meet staff and feedback so far from staff had been very positive. He would be meeting with the Joint Lead Members Group the following day to share his “first 100 days” – prepared as part of his interview process. In response to a request, the Group would be asked to consider sharing this document with Members at the appropriate time. In the interim period, work had commenced on increasing connections across the two councils, including culture workshops, entering joint teams in the local authority challenge, introducing an interim recruitment protocol, a social club quiz event, introducing a contract procurement protocol, facilitating staff and member mobility between the two council sites and a joint leaders’ team building workshop. With regard to the recruitment protocol, it was noted that, in the short term, any staff transferring from one authority to the other would be employed on the terms and conditions currently in place at their new authority. With regard to the joint leaders’ team building session, it was noted that the new Joint Managing Director would be present for part of the session.

Service Improvement & Efficiency Committee

With regard to the current work stream, the following work was progressing across the two councils:

Economic Development – the Greater Norwich Investment website had been launched and promoted and a business training offer was being developed.

Planning – the establishment of a Growth Delivery Team had been agreed by Cabinet and the scope of a review of Planning was being developed.

Governance – a Joint Scrutiny Committee was being established together with a memorandum of understanding and a s113 agreement.

Contracts and Procurement – a protocol had been agreed and published and joint procurement had commenced for example dog kennelling, collection and insurances.

Technology – options for solutions for shared emails/calendars were being explored together with a joint domain name, website and email address and a joint expression of interest for funding had been submitted.

Communications and Marketing – a key policy position and stakeholder analysis was being developed and joint submissions made to government consultations on the rural economy and local government finance settlement. Options for a joint intranet were being explored.

Members were made aware of some of the issues to be addressed with regard to the development of technology to service two autonomous councils and that officers were seeking guidance from the lead members' group regarding a number of issues. The establishment of a new website and email address required a new domain name which, it was understood, could only be assigned to an appropriate legal entity.

The Head of Democratic Services and Monitoring Officer updated Members on the latest arrangements for the appointment of the Electoral Registration Officer and Returning Officer. The Joint Managing Director was keen to undertake these roles in both authorities in the future and to possibly host a combined count at a single venue, but it had now been confirmed that arrangements for the May 2019 elections would continue with two separate counts and arrangements for the ERO and RO appointments for Broadland would be agreed at the January 2019 Council meeting.

Members noted the latest position.

12 MEMBERS' ICT PROVISION

The ICT and Facilities Manager updated Members on the issues raised at the last meeting:

Passwords – it was possible, though not ideal, for both passwords (device and blackberry apps) to be the same avoiding the need to remember two passwords. Finger print access would also help with this issue. It was also possible to change the settings on I pads to increase the timeout period from the default time of 2 minutes to either 5 or 10 minutes. The ICT and Facilities Manager undertook to contact Members by email to advise them how to make the changes.

Printing – the Council's software supplier had been asked to enable the facility within the blackberry apps to allow the printing of documents and when this had been done the ICT and Facilities Manager would email all Members to advise them that this option was available.

Sharing data (calendars) with other devices – in response to Members' requests to be able to synchronise information with other devices, in particular, calendar invites, the ICT and Facilities Manager stated that this was not possible within the blackberry app as the segregation of corporate data was the basis for current information governance arrangements. He was, however, planning to set up a Google calendar which could be populated by officers with meeting dates which Members would then be able to share on other devices. He invited a few Members to trial the Google calendar on their devices before rolling it out to all Members and Mr Peck and Mrs Leggett volunteered. Options for alternative calendar arrangements were being explored ahead of the new intake of Members in May 2019 which would give Members more flexibility in managing calendars.

Collaborative Working –with regard to IT provision for Members at South Norfolk, Members with their own compatible equipment had been able to utilise their own devices, two hatters were using their County devices and other Members had been supplied with a device by the District Council. All devices had been similarly configured with Microsoft Office 365 software for calendars/emails which was currently accessible without a password but South Norfolk were looking to install a password to access this software in addition to the password already needed to access the device. A password was needed to access council papers. South Norfolk Members did not currently have access to their Council's intranet.

With regard to the review of Members IT provision for May 2019, this work was being undertaken in consultation with South Norfolk and, whilst it might not be possible to achieve a single IT solution, it was hoped that measures could be taken to utilise the best of each Council's IT provision for Members. I pads had now been in use for some 3 years plus and officers now had a better understanding of Members' IT needs which would help inform the IT

solution for May 2019. It was acknowledged that Members had a range of different needs with some preferring integrated systems and others preferring to keep council/business/personal systems separate. A system that offered flexibility to adapt to the needs of the user would be preferred. Members raised a couple of issues with regard to cutting and pasting text within the blackberry app and importing external documents into iannotate and the ICT and Facilities Manager undertook to speak to the Members after the meeting about how to deal with these issues.

Members noted the update and agreed that the ICT and Facilities Manager email all members about the settings relating to passwords and timeout and, when available, the facility to print from within the blackberry apps. It was further agreed that Mr Peck and Mrs Leggett trial the use of Google calendar before this is rolled out to all Members.

13 DATES OF FUTURE MEETINGS

14 January 2019 and 18 March 2019

The meeting closed at 11.30 am