

# **POLICY AND RESOURCES SCRUTINY COMMITTEE**

**8<sup>th</sup> March 2017**

## **REPORT OF THE HEAD OF ICT AND PROCUREMENT– STEPHEN JOHN**

### **ICT AND PROCUREMENT - REPORT CARD 2016/17**

#### **MATTER FOR MONITORING**

#### **WARDS AFFECTED: ALL**

#### **Purpose of Report**

1. To provide Members of the Scrutiny Committee with information to assist them in scrutinising the performance of the ICT Division, which includes the Corporate Procurement Service.

#### **Background**

2. During 2014/15 the Council introduced a revised Performance Management Framework and one of the requirements within that framework is the production of report cards by service managers which will enable Members to scrutinise the performance of all services within their remit.
3. This report will also enable the Policy & Resources Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management of the ICT and Corporate Procurement Services.
4. This report card has been completed in line with corporate guidance.

#### **Report Cards**

5. Corporate service report cards have been developed to illustrate the performance being achieved for the resources

invested in the service area; this from the perspective of customers, staff, internal processes and finance. This ensures there is a holistic view of services performance.

6. As part of the performance management framework each service area is required to develop measures which will allow their respective managers to monitor performance. This performance information needs to reference a wide range of areas and the intention is for this to be fluid rather than a static set of measures i.e. if changes occur within the service a change to the performance measure could result.
7. The ICT Division is involved in much of the work currently being undertaken within the Council to help ensure that services within the Authority do not deteriorate when resources diminish. In fact, the intention within the Division is to continue to provide a platform to support services in transforming the way they deliver i.e. to do more with less. The report card is not intended to give a full view of all work being undertaken but will detail how the Division is performing in relation to priority areas.
8. Key points to note are:
  - The priority areas are being delivered upon. The project to replace the Mentor costing system nears completion and has led to large savings.
  - The Workways system is being used within 5 Welsh authorities and additional modules are being developed.
  - Enhancements to the corporate infrastructure have been carried out with little or no loss of service for users.
  - The percentage of calls being resolved within a day remains at a satisfactory level. However, as budget cuts take effect it is possible that the time taken to respond to faults will decline due to manning levels being reduced.
  - The number of transactions taking place using e-procurement tools is continuing to rise as more departments make use of the new facilities.
  - The Society for IT Management (SOCITM) benchmarking exercise has been used to provide the base information relevant to customer satisfaction.

## **Financial Impact**

9. The service performance described in the ICT & Procurement Service Report is being delivered against a very challenging financial situation with base budgets continuing to reduce year on year. However, the service continues to operate within budget whilst delivering its required FFP savings contributions.

### **Equality Impact Assessment**

10. This report is not subject to an Equality Impact Assessment

### **Workforce Impacts**

11. The financial situation and the reduction in overall staff within the service has had an impact on the volume of work that staff are being asked to manage and staff have been very flexible and willing to face the challenge.
12. The continued reduction in staff over the coming financial years combined with an increase in the number of projects could have an impact on staff.
13. On the plus side, the ICT Division continues to offer opportunities to Modern Apprentices and the current workforce contains 8 staff who have been or are existing apprentices.

### **Recommendation**

14. For members to note the performance of the ICT & Procurement Service as contained within the attached service report card

### **Reasons for Proposed Decision**

15. Matter for monitoring. No decision required.

### **Appendices:**

Appendix 1 – ICT & Procurement Service Report Card

### **List of Background Papers:**

None

## **Officers Reporting:**

Mr Stephen John, Head of ICT,  
Tel: 01639 686218 or email: [s.john@npt.gov.uk](mailto:s.john@npt.gov.uk)

Mr Phil Hopkins, IT Customer Service Manager,  
Tel: 01639 686217 or email: [p.j.hopkins@npt.gov.uk](mailto:p.j.hopkins@npt.gov.uk)

Mr David Giles, IT Infrastructure Manager,  
Tel: 01639 686258 or email: [d.b.giles@npt.gov.uk](mailto:d.b.giles@npt.gov.uk)

Mr Ian John, IT Business Relations Manager,  
Tel: 01639 686036 or email: [i.f.john@npt.gov.uk](mailto:i.f.john@npt.gov.uk)