

**OPEN**

**20.**

**EXECUTIVE**

**REPORT FOR INFORMATION**

**MEETING**

**20<sup>TH</sup> MAY 2003**

**PRESENT:**

Councillor Nick Stanton, Leader (In the Chair)  
Councillor Caroline Pidgeon, Deputy Leader  
Councillor Beverley Bassom, Housing  
Councillor Catherine Bowman, Regeneration and  
Economic Development  
Councillor James Gurling, Service Delivery  
Councillor Catriona Moore, Health and Social Care  
Councillor Richard Porter, Community Support and  
Safety  
Councillor Bob Skelly, Education, Youth and  
Leisure  
Councillor Lorraine Zuleta, Finance

**20.3 MOTION FROM MEMBERS IN ACCORANCE WITH COUNCIL PROCEDURE  
RULE 3.9 – SCRUTINY OF THE IMPLEMENTATION OF THE ICT AND  
CORPORATE CALL CENTRE PROJECTS**

At the above meeting of the Executive we considered the following motion referred from Council Assembly on 26th March 2003, which had been moved by Councillor William Rowe and seconded by Councillor David Bradbury:-

‘Council notes that the substantial investment in ICT and in the Corporate Call Centre approved in the 2003/4 budget are major financial commitments and have the power, if well planned and implemented, to improve the Council’s service delivery and efficiency. Council also notes that if these developments are not well planned and implemented they could result in service failures, inefficiency and huge waste of resource.

Council therefore requests the Executive to instruct Officers to produce a clear programme of detailed timely and regular scrutiny by both Executive and Scrutiny members of the planning, specification, business redesign and implementation of the key elements of the ICT and Corporate Call Centre projects.’

Having considered the motion, we agreed the following:

1. That it be noted that the substantial investment in ICT and in the Corporate Call Centre approved in the 2003/4 budget are major financial commitments and have the power, if well planned and implemented, to improve the Council's service delivery and efficiency. That it also be noted that if these developments are not well planned

and implemented they could result in service failures, inefficiency and huge waste of resource.

2. That officers therefore be instructed to produce a clear programme of detailed timely and regular scrutiny by both Executive and Scrutiny members of the planning, specification, business redesign and implementation of the key elements of the ICT and Corporate Call Centre projects.'
3. That the decisions already taken by the Executive with regard to procurement and scrutiny which set out a quarterly monitoring and reporting programme be noted.
4. That the amendment further setting out the decisions regarding a programme for scrutiny, tabled at Council Assembly on 26<sup>th</sup> March 2003 be noted.
5. That it be noted that the first monitoring report is timetabled for the Executive meeting of 17<sup>th</sup> June 2003.
6. That the appointment of the new Project Manager and the deployment of project management tools as recommended by the Office of the Deputy Prime Minister (ODPM) and the Audit Commission be noted and welcomed.

**COUNCILLOR NICK STANTON**

**LEADER OF THE COUNCIL**