

Item No.	Classification: Open	Date: 20.5.03	MEETING NAME Executive
Report title:		Motion Submitted in accordance with Council Procedure Rule 3.9 – Scrutiny of the Implementation of the ICT and Corporate Call Centre Projects	
Ward(s) or groups affected:		All	
From:		Chief Executive (Borough Solicitor & Secretary)	

RECOMMENDATION(S)

1. That the Executive consider the motion as set out in paragraph 3 below.

BACKGROUND INFORMATION

2. At the Council Assembly meeting on 26th March 2003 a motion was submitted in accordance with Council Procedure Rule 3.9 (1) by Councillor William Rowe and seconded by Councillor David Bradbury.
3. Council Assembly considered the motion and subsequently referred it to the Executive for consideration:-

‘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.’

KEY ISSUES FOR CONSIDERATION

4. In accordance with Council Procedure Rule 3.9 (3), the above motion was referred to the Executive, which shall report upon the outcome of their deliberations upon the motion to the next meeting of Council Assembly.
5. The constitution allocates particular responsibility for functions to Council Assembly, for approving the budget and policy framework, and to the Executive, for developing and implementing the budget and policy framework and overseeing the running of Council services on a day-to-day basis
6. Any key issues, policy or funding implications are included in the advice from the Assistant Chief Executive – Improvement and Development.

SUPPLEMENTARY ADVICE FROM OTHER OFFICERS

Comments from the Assistant Chief Executive – Improvement & Development

7. In terms of the CSC a detail, costed project plan is now operational. For the wider modernisation via the use of ICT, work has been commissioned to produce a detailed plan for infrastructure investment over the next two years. The third element is service modernisation via ICT. Work has now been done to pull together all the various projects that were either under consideration or on-going. These are being reviewed to ensure that the package as a whole results in a coherent programme of service improvement. This work will be completed by the end of May.
8. Significant work has taken place to ensure that the council has a programme management infrastructure capable of delivering this investment. IT has been reorganised and a modernisation project office is now operational with a senior project officer (formally from Westminster City Council) and three professional project managers have been recruited. They will be joined by existing project managers within the Council to provide a pool of support to the various strands of work. Regular meetings are held with the executive member for service delivery and performance and the Leader.
9. The first monitoring report will be presented to the Executive at the meeting on the 17th June 2003. Discussions have been taking place with the Chair of Overview and Scrutiny to agree a programme of work for this committee.

REASONS FOR URGENCY

10. The Assistant Chief Executive intends to submit a monitoring report to the Executive meeting in June 2003 (see paragraph 9 above). It is desirable for this report to be accepted as urgent as the consideration of the issues contained in this report may have an impact on what information is provided to the Executive meeting in June.

REASONS FOR LATENESS

11. It was not possible to clarify the latest position relating to the issues raised in the motion, prior to the agenda despatch.

Background Papers	Held At	Contact
Motions submitted in accordance with Standing Order 3.9 (1).	Town Hall, Peckham Road, London. SE5 8UB	Lesley John Constitutional Support Unit 020 7525 7228

APPENDIX A
Audit Trail

Lead Officer	Ian Millichap, Constitutional Support Manager (Executive)	
Report Author	Everton Roberts, Constitutional Support Unit	
Version	Final	
Dated	15 th May 2003	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / EXECUTIVE MEMBER		
Officer Title	Comments Sought	Comments included
Assistant Chief Executive (Improvement & Development)	Yes	Yes
Executive Member	No	No
Date final report sent to Constitutional Support Services	15 th May 2003	