

Efficiency, Improvement & Transformation

Devolved ICT

Scope

Scrutiny Chair: Cllr Bob Gibson	Contact details: 01642 614482 robert.gibson@stockton.gov.uk
Cabinet member: Cllr Terry Laing	Contact details: 01642 587356 terry.laing@stockton.gov.uk
Scrutiny Officer: Anthony Duffy	Contact details: anthony.duffy@stockton.gov.uk 01642 528159
Lead Officer: Ian Miles, Head of ICT and Design & Print, Xentrall Shared Services	Contact details: ian.miles@xentrall.org.uk 01642 527012
Independent Officer: Gavin Morrigan, HR Organisational Development Manager	Contact details: gavin.morrigan@stockton.gov.uk 01642 526459
Finance Officer: Tony Montague, Senior Finance Manager	Contact details: tony.montague@stockton.gov.uk 01642 527433
Select Committee: Corporate, Adult Services and Social Inclusion Select Committee	Type of Review: Reporting into Executive Scrutiny Committee
1. What services are included? Stockton schools ICT provision (within CESC). Stockton Graphical Information Service (GIS) ICT provision (within DNS). This review, with permission of Darlington Borough Council, also incorporates Darlington schools ICT provision, so that a partnered service can be considered as a possible outcome of the review.	
2. The Thematic Select Committee's / EIT Project Team overall aim / objectives in doing this work is: To identify options for future service provision that will deliver efficiency savings to the Councils and sustain or improve service delivery levels for customers of these ICT services.	

3. Expected duration of enquiry? What are the key milestones?

The review is expected to last until March 2011.

The milestones which are reflected in the outline project plan encompass;

- Baselining the services
- Analysis of baseline information and the development of options
- Presentation and approval of options through the EIT process (& Darlington BC approval process if applicable).

4. In addition to analysis and benchmarking costs, performance, assets etc, what other processes are likely to be required to inform the review? (e.g. site visits; observations; face-to-face questioning, telephones survey, written questionnaire, co-option of expert witnesses etc).

Discussions with representatives of schools heads (SBC & DBC).

Key users of the GIS service.

Discussions with the staff providing these ICT services (SBC & DBC).

5. How will key partners and/or the public be involved and at what stages?

Discussion is needed with the customer base (mainly schools) to gain feedback into their experiences of the services, future plans and requirements. This to be done in the base-lining and options development phases.

Discussion with DBC Children's Services Management Team as options emerge.

6. Please give an initial indication how transformation will enable efficiencies and improvements to be delivered by this EIT review?

Potential savings in contract management through review and greater scale of contracts.

Potential staffing efficiencies resulting from a combined approach to service delivery.

Potential for improvements in service delivery as a result of detailed reviews.