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**Meeting:** Corporate Resources Overview and Scrutiny Committee  
**Date:** 10 December 2009  
**Subject:** Update on ICT and Property  
**Report of:** Portfolio Holder for Corporate Resources  
**Summary:** This report is to update Corporate Resources Overview and Scrutiny Committee on the current developments within ICT and Property.

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Contact Officer: Caroline Carruthers  
Public/Exempt: Public  
Wards Affected: All  
Function of: Council

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**RECOMMENDATIONS:**

1. that the Committee notes and considers this report
2. that the Committee considers any issues from this report that could form part of their work programme

**CORPORATE IMPLICATIONS**

**Council Priorities:**

None

**Financial:**

None

**Legal:**

None

**Risk Management:**

None

**Staffing (including Trades Unions):**

None

**Equalities/Human Rights:**

It is important that consideration is given to all our Central Bedfordshire communities when considering public facing performance indicators – particularly vulnerable groups.

**Community Safety:**

None

**Sustainability:**

None

**Introduction**

This report is to update Corporate Resources Overview and Scrutiny Committee on the current developments within ICT and Property

**Key Messages****1. ICT**

One of the critical achievements of ICT since the start of April 2009 is to achieved our Government Code of Connect accreditation (CoCo). Without this accreditation we would be unable to perform some of our duties as a Council such as Revs and Bens. This accreditation is set and monitored by the DWP, who have indicated that the CoCo accreditation will become increasingly more demanding and cover more Council functions over the next five years. They have complimented Central Bedfordshire Council on our infrastructure and the ability to meet the future demands.

**2. Currently there are around 2000 – 2500 calls per month being reported to the ICT helpdesk and the same level of calls are being resolved per month. There is a backlog of calls outstanding of 2000 calls which are largely due to :**

- End point encryption – which will be available before the end of the calendar year;
- Data moves from the legacy networks, again due for completion before the end of the calendar year for all date moves currently requested;
- Network issues – incorporated as part of the interim accommodation plan; and
- Hardware requests – we have a large number of hardware requests which has resulted from a number of different problems, such as issues with the supply and a lack of resources.

**3. Members ICT is currently still an area of focus for the Council and we have listened to the feedback and are taking a number of steps to address the issues Members are facing with their ICT equipment.**

- Members now have a dedicated member of the ICT team as support;
- All Members are being offered new smaller printer if they chose to replace the current printers;
- Training sessions have started on all ICT equipment and software including PDA;
- All equipment is set up or ready to be delivered to Members who requested it; and

- A letter will be sent out to all Members communicating this from the Director of Corporate Resources.
4. Whilst ICT will continue to manage the current ICT estate in a proactive fashion the fundamental changes to ICT for the organisation will be implemented by the Interim Accommodation Plan. (A report is being taken to the December Executive on the Interim Accommodation Plan).
  5. Deloitte have been asked to provide an independent review of ICT and this review will start 30<sup>th</sup> November with the report expected to be ready before the end of the calendar year. This report will review the current position of ICT within Central Bedfordshire Council and assess the progress to date.
  6. **Property**

Property has been focused on three key areas for the Council since April 2009, namely

    - Mouchel Contract – the section 16 agreement has now been signed and hence the Mouchel Contract has been novated. A number of issues have been highlighted with the service provided by Mouchel to the Council. Mouchel have been responding to feedback from the Council and have reorganised however we have been unable to implement a number of the changes due to the Contract resting with Bedford Borough Council. Operational meetings are now taking place to manage this relationship;
    - Property Disaggregation – the disaggregation of properties have not been agreed between the two Councils and this is now the subject of negotiation with Directors from each Council; and
    - Accommodation – currently the Council operates from 46 different office locations. The first phase in accommodation plans is being managed through the interim accommodation plan and a Members group has been set up to lead the long term accommodation strategy.
  7. Moving forward, two documents are due to be taken to Executive within the next six months which will form the direction for the Asset side of the Property department, the first is the Asset Management Plan which will be taken to the January Executive and will detail the Council's plans for how we manage our Assets over the next two years. The second is a Disposals Strategy which is planned to be taken to Executive during the Spring 2010.

## **Conclusion and Next Steps**

Members to note the report.

**Appendices:** N/A

**Background Papers:** N/A

**Location of papers:** N/A