

SERVICE AND PERFORMANCE PANEL (SPECIAL).

Minutes of special meeting in County Buildings, Wellington Square, Ayr,
on 29th September 2015 at 2.00 p.m.

- Present: Councillors Kirsty Darwent (Chair), Andy Campbell, Peter Convery, Allan Dorans, Hugh Hunter and Brian McGinley.
- Apologies: Councillors Mary Kilpatrick and Nan McFarlane.
- Also present: Councillors Bill Grant, Bill McIntosh and Margaret Toner, Portfolio Holders.
- Attending: V. Andrews, Executive Director – Resources, Governance and Organisation; D. Hutchison, Director of Educational Services; T. Baulk, Head of Finance and ICT; M. Baker, Head of Policy and Performance; and A. Gibson, Committee Services Officer.

1. Declarations of Interest.

There were no declarations of interest by Members in terms of Council Standing Order No. 17 and the Councillors' Code of Conduct.

2. ICT Service Review.

With reference to the Minutes of the Leadership Panel of 20th January 2015 (Page 4, paragraph 7) there was submitted a report (issued) ([link attached](#)) of 23rd September 2015 by the Head of Finance and ICT advising of the findings of the ICT Service Review.

The Executive Director – Resources, Governance and Organisation and Head of Finance and ICT gave an introduction to the findings of the ICT Service Review which had been undertaken by the Society of Information Technology Management (Socitm) and clarified the next steps that would be taken should the Review be agreed.

Clarification was sought and provided in relation to a number of issues, including the need for the creation of a Project Manager Post and a Project Management Office, the identified lack of customer service approach in the past, the need for customer focus, the previous underinvestment by this Council in ICT, if the Review is approved by the Leadership Panel, the stages following, including staff and Trades Union consultation, and the need for appropriate staff training and 'right sourcing'.

It was also agreed that consideration would be given as to how the proposed Information Management Board would operate and the involvement of Members in the governance of the project and the Panel.

Decided: to agree that the findings and recommendations of the ICT Service Review, as detailed in the report, be presented to the Leadership Panel (Special), scheduled to take place on 30th September 2015.

3. Concluding Remarks.

Having heard the Chair, it was noted that a report relating to proposed additional dates for this Panel, to allow for the consideration of Service reviews, would be reported to the meeting of South Ayrshire Council, scheduled to take place on 17th December 2015.

The meeting ended at 3.15 p.m.