

SCOTTISH BORDERS COUNCIL EXTERNAL SERVICES/PROVIDERS MONITORING GROUP

MINUTES of Meeting of the EXTERNAL
SERVICES/PROVIDERS MONITORING
GROUP held in via Microsoft Teams on
Tuesday, 20 September 2022 at 2.00 pm

- Present:- Councillors M. Rowley (Chair), P. Brown, M. Douglas, J. Greenwell,
S. Hamilton and E. Thornton-Nicol
- Apologies:- Councillors E. Jardine
- In Attendance:- Director Strategic Commissioning and Partnerships, Director Resilient
Communities, Chief Officer Audit and Risk, Principal Auditor, Chief Officer
Roads, Neighbourhood Senior Assistant Area Manager (K. Millar), Mr J.
Wordsworth-Goodram (CGI), and Democratic Services Officer (W.
Mohieddeen).

CHAIR

Cllr Rowley was unable to join the meeting due to technical difficulties with Microsoft Teams. Cllr Greenwell assumed the Chair.

ORDER OF BUSINESS

The Chair varied the order of business as shown on the agenda and the Minute reflects the order in which the items were considered at the meeting.

1. MINUTE

There had been circulated copies of the Minute of the Meeting held on 20 September 2022.

DECISION

AGREED to approve the Minute for signature by the Chairman.

2. CGI CONTRACT PERFORMANCE

- 2.1 There had been circulated copies of report by Director Strategic Commissioning and Partnerships that presented key information with respect to the CGI contract for the first two quarters of 2022 and key updates on performance to date, which recognised quarter three had not concluded. The report provided Elected Members with key information on the governance of the contract, updated information on the transformation programme being delivered with CGI which included the recently approved Social Work Pathfinder transformation programme, key performance information with respect to the service delivery of the contract and a note of key issues associated with contract management, which included change requests signed in the quarter and Impact Assessment status.
- 2.2 The Director Strategic Commissioning and Partnerships invited Mr John Wordsworth-Goodram to deliver a presentation on key information from the report. With regards to the Transformation Programme, there were a number of strategic and transformation projects taking place in partnership with SBC including the Pathfinder programme which was approved in August 2022 and was due to last nine months. CGI were working on a number of key imperatives which included improving general transformation and delivering efficiencies through the use of technology. Development work with regards the transformation roadmap had been undertaken between Senior Officers and CGI to

develop the strategic digital roadmap which was aligned to the corporate plan and financial strategy.

- 2.3 A summary of key projects was presented to the Group which included RAG status for each. Five projects had been completed since the last report with one due to be completed in September 2022. All were highlighted as A/B which recognised they were complete but were delivered late. Three projects had a red status which included Macbook Deployment which was due to be completed in the month of September 2022. The Depot WiFi project was delayed due to delays in kit which was being progressed. The remaining red project of Digital Customer Access was delayed due to a failure in data upload from a third party supplier, and additional specialist resource had been deployed to address this. Of the 7 projects which had an amber status, three were proposed for completion within September 2022, two were programmed for completion in October 2022, and one became part of the wider pathfinder transformation programme. The EDMS legal system project required further discussion with the service with regards to next steps due to a failed tender bid.
- 2.4 Highlights of the quarterly report were presented. All tasks were completed with the summer churn of inspire iPads which included wiping 933 iPads and building 887 shared iPads for Primary 1 to Primary 3 cohorts. Discover Recovery testing was ongoing with dates for the second test to be agreed. The Xerox Improvement Plan was completed and was being monitored by CGI. With regards to the Caching Server Project, all servers in schools were updated. The Escalation Process had been implemented to improve the service and its efficiency. Work had been taken place on password expiry notification which had received positive feedback from users. Challenges with Lync calls dropping that had been experienced by SBC staff in Paton Street, Galashiels were being addressed by CGI. Network and Wi-Fi issues experienced in Jedburgh Campus were being addressed which involved a third-party cabling company to resolve errors associated with network cabling. A majority of KPIs had been achieved and client satisfaction had returned to a previously experienced levels at 81%. 77 business applications were managed and supported by CGI and application management was performing to adhere to KPIs.
- 2.5 Mr Wordsworth-Goodram answered members' questions on the report. It was explained that, under Service Performance Success Factors, red KPIs reported were in relation to the Business World application where there was an outage in a data centre and subsequently issues with data corruption which were both corrected. New processes and procedures were implemented to ensure Business world wasn't affected in future. Reference to repeated KPI failures was in relation to customer satisfaction and feedback from end users. The measure was failing and a number of changes were implemented for when users contact the service desk. Happy Signals were replaced with Remedy to assess customer satisfaction. Issues which related to Jed Campus weren't all related to network cabling and specialist teams were on site, which also identified connectivity signals to be addressed. Issues related to Lync calls at Paton Street, Galashiels were anticipated to be resolved within weeks after the potential issue was identified. With regards to single-access, digital customer access, Mr Wordworth-Goodram explained the final part of the project related to authentication and issues related to addressing address load were complete and project completion was expected within 2022.

MEMBER

Councillor Rowley joined the meeting at 2.25 pm.

- 2.6 In response to a question from Councillor Rowley regarding commitments on employment, Mr Wordsworth-Goodram explained that there were 67 employees of CGI that lived in the Scottish Borders and approximately 100 CGI members that worked on Scottish Borders Council. The opening of CGI offices in Tweedbank was anticipated to encourage recruitment and a recruitment campaign had started which focussed on the Tweedbank facility. Mr Wordsworth-Goodram further advised that while recruitment has

been slow, the opening of the Tweedbank facility should encourage employees to be recruited to the Scottish Borders that also didn't necessarily work on the Scottish Borders Council service but worked on other CGI services.

DECISION

(a) NOTED

- (i) the information provided in the report detailing the performance of the CGI over Quarter 1,2 and updates since quarter 2, noting quarter 3 has not concluded in 2022;**
- (ii) the monitoring of the Social Work Pathfinder overview is remitted to the External Services/Providers Monitoring Group; and,**

(b) AGREED to approve the amended format of the report in line with recommendations from Members at the previous Group meeting.

CHAIR

At the conclusion of discussion on the previous item, Cllr Rowley assumed the Chair.

3. SBC CONTRACTS TRADING OPERATION REPORT 2022-23

3.1

There had been circulated copies of a report by the Chief Officer Roads which proposed a summary on the performance of SBc Contracts for the financial year 2022-23 to 30 June 2022. With regards to road surfacing activity to 30 June 2022, SBc Contracts benefitted from good weather to complete 12 Surface Dressing Patching Sites, 1 number Capital resurfacing scheme, 3 Civil sites at Chirnside Bridge, Ross High School and Eddleston Cycleway, 3 footway schemes at Reston and Peebles, 7 screed sites across the network and 2 private jobs at Milestone Garden Centre and Newhouses. Challenges in recruitment and retention were highlighted and it was advised that there had been recruitment to 17 posts. It was regarded as disappointing that 51 applicants were received which averaged approximately 3 per post. 30-50 applications were normally received for Modern Apprenticeship posts. It was regarded positive that a female Specialist Plant Operative had been recruited. Mr Hedley advised that SBc Contracts employees were happy to take enquiries from those wishing to pursue employment in Scottish Borders Council and also advised that employees participated in activities including the delivery of elections and were considering innovative recruitment techniques including the use of social media. Delivery of a JCB Pot Hole Pro was taken in April 2022 and SBc Contracts were undertaking a greater number of permanent and semi-permanent repairs to reduce repeat visits. With regards to the aggregate recycling at Easter Langlee, the roads service diverted construction waste material from landfill to the aggregate yard where it was stored, processed and then made available for re-use by the Council and the general public. On average, 10,000 tonnes of construction waste was taken-in annually with approximately 5,000 tonnes re-used on Council projects, and 5,000 tonnes re-sold to local contractors or the general public.

3.2

Mr Hedley responded to Members' questions. Mr Hedley advised that SBc Contracts were learning more about the deployment of the Pot Hole Pro however the service had challenges of scale and given the large road network of the Scottish Borders, the machine needed to be deployed efficiently as part of an integrated solution to road maintenance, however the machine allows for deployment of one vehicle rather than three. Cllr Greenwell advised that Members should take any opportunity to observe the Pot Hole Pro and that there was also benefits to the health of workers from not being at risk of 'white finger' from using drills. Members suggested that there may be an aspiration to acquire a further Pot Hole Pro considering the scale of the Scottish Borders road network including the number of C and D-classified roads. In response to a question from the Chair, Mr Hedley advised that the Pot Hole Pro should be considered as part of an integrated matrix on roads maintenance. Roads maintenance should be focused on prevention of roads

deformity. The Pot Hole Pro was helping with the challenges associated with the roads network. Mr Hedley advised that a technical assessment on the Pot Hole Pro could be performed after six months of its operation. With regards to Modern Apprenticeship applications, Mr Hedley advised that the service should champion opportunities to become Modern Apprenticeships as it was considered a good time to join Scottish Borders Council and that he would assess opportunities to promote opportunities through Education and Lifelong Learning. In response to a question from Cllr Hamilton, Mr Hedley advised that repairs were driven by the Council's policy of defects, and the time scale for the repair would depend on the scale of the defect. Jet Patch repairs tended to last for 12 months and would be considered temporary. The Chief Officer Roads further advised that he would report to the group with information on investment on local, external contractors.

DECISION

(a) **NOTED the report;**

(b) **AGREED:**

(i) **The Chief Officer Roads will report on a technical assessment of the Pot Hole Pro after six months of its operation;**

(ii) **The Chief Officer Roads will assess opportunities to promote Modern Apprenticeship opportunities through Education and Lifelong Learning; and,**

(iii) **The Chief Officer Roads will report to the Group at its next meeting on information related to the investment in local, external contractors.**

4. PRIVATE BUSINESS DECISION

AGREED under Section 50A(4) of the Local Government (Scotland) Act 1973 to exclude the public from the meeting during consideration of the business detailed in the Appendix to this Minute on the grounds that it involved the likely disclosure of exempt information as defined in Paragraph 8 of Part I of Schedule 7A to the Act.

5. MINUTE

Members considered the Private Minute of the Meeting held on 21 June 2022.

6. SBC CONTRACTS TRADING OPERATION TO 30 JUNE 2022

Members considered the report by the Chief Officer Roads.

7. CGI CONTRACT PERFORMANCE

Members considered the report by Director Strategic Commissioning and Partnerships.

The meeting concluded at 3.53 pm.