

# SCOTTISH BORDERS COUNCIL EXTERNAL SERVICES/PROVIDERS MONITORING GROUP

MINUTES of Meeting of the EXTERNAL  
SERVICES/PROVIDERS MONITORING  
GROUP held on Tuesday, 28 November  
2023 at 10.00 am

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- Present:- Councillors M. Rowley (Chair), J. Anderson, M. Douglas, J. Greenwell, E. Jardine, S. Hamilton and E. Thornton-Nicol
- Apologies:- Councillors P. Brown and J. Pirone, N. Byers
- In Attendance:- Director Strategic Commissioning and Partnerships, J. Wordsworth-Goodram (CGI), and Democratic Services Officer (L. Cuerden)

## 1. **MINUTE**

There had been circulated copies of the Minute of the Meeting held on 29 August 2023.

### **DECISION**

#### **AGREED the Minute of the Meeting**

## 2. **CGI CONTRACT PERFORMANCE**

- 2.1 There had been circulated a report by Director Strategic Commissioning and Partnerships and associated slide deck, the purpose of which was to provide Elected Members with key information with respect to the CGI contract for the second quarter to the end of September 2023: the governance of the contract; updated information on the transformation programme; key performance information with respect to the service delivery of the contract and a note of key issues associated with contract management, including change requests signed in the quarter and Impact Assessment status.
- 2.2 John Wordsworth-Goodram presented the slide deck. Several actions from the previous meeting had been completed: updates to project status now included baseline date alongside current end date and a blue status now identified projects fully accepted into service; iPad Direct Lease Agreement was to be shared with Members today; Digital Security Board Terms of Reference to be shared with Members today; and wider promotion of Digital Skills Support via SBScene. It was reported that 11 tickets had been raised in relation to Microsoft365. The Community sponsorship application form and process had been shared with Members and several submissions had been received. All governance meetings with partners had been held for quarter 3.
- 2.3 A summary of Transformation Status highlights was provided: The Pathfinder Programme in Social Work was in its final stage and engagement with Protective Services Department was ongoing; completion of Inspire iPad Refresh project; increased CGI resource to accelerate proposal output; completion of joint marketing and communication initiatives; and next phases of Digital Customer Access had commenced and was to deliver an upgrade of the SBC website capability, integration and software by January 2024. In relation to the Agreed Transformation Priorities, six were in delivery, two had been completed, three were in solution development and the Corporate Device Refresh was to begin in January 2024. With reference to the Unified Comms Telephony to Teams, it was agreed that advice be provided to all staff to use the new version of Teams platform. It was confirmed that the use of Teams externally required a business review. A summary

of other Key Projects was provided with associated RAG status as follows: green – 8; amber – 5; red – 0; blue – 1 and 1 on hold.

- 2.4 A summary of service quarter highlights was provided and included among others: MS Office to 365 rollout completed by November; Amelia chatbot testing completed; screen pop-up capture for end users to confirm CMDDB assets rolled out; Inspire Churn - 1100 shared iPads completed. There had been three minor KPI missed targets in relation to Impact Assessment SLA for which improvement activities were in place. There had been 7 updates across several systems in the last quarter and all Application Management KPIs had been met during the same period.
- 2.5 A summary of recent community benefits was provided along with a list of current club/community group sponsorships which contained several more since the last meeting as Members had circulated the application process to their community groups. A tree planting day was to be held in January 2024 that was to see 300 trees planted in the area around the Borders General Hospital.
- 2.6 Recruitment levels had improved slightly since the last meeting, with Tweedbank Office now fully operational with 69 Borders based members and 107 members engaged in Borders activity. A recruitment day was planned at the CGI premises, Tweedbank for 22 January 2024 in conjunction with Scottish Borders Council and partners, where there was to be an opportunity for the public to find out about career opportunities and potentially have an interview that day for roles across all disciplines and all CGI business units. Councillor Anderson, Employability Champion requested involvement to support where possible and there was a suggestion that transport be provided to allow school leavers to attend. It was reported that there were currently 70 vacancies across the CGI business units in roles that could be undertaken from the Scottish Borders. Details of these vacancies were to be circulated to Members. There was an agreement to invite CGI Head of Recruitment to the next meeting on 20 February 2024 to discuss concerns around levels of local recruitment.

#### **DECISION**

##### **NOTED:**

- (a) the report and the associated slide deck; and,
- (b) the information provided within the report and the associated slide deck that detailed the performance of CGI contract to the end of Q2 2023; and

##### **AGREED:**

- (a) to CGI Head of Recruitment to be invited to the meeting of 20 February 2023; and
- (b) to information on CGI job vacancies to be circulated to Members.

#### **3. ITEMS LIKELY TO BE TAKEN IN PRIVATE**

##### **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**

#### **4. MINUTE**

Members considered the Private Section of the Minute of the Meeting held on 29 August 2023.

#### **5. CGI CONTRACT PERFORMANCE**

Members considered a report by Director Strategic Commissioning and Partnerships and noted its recommendations.

***The meeting concluded at 11.35 am***