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CORPORATE SERVICES OVERVIEW AND SCRUTINY PANEL

THURSDAY, 31 AUGUST 2017

PRESENT: Councillors Colin Rayner (Chairman), Dr Lilly Evans, Jesse Grey, Ross McWilliams, Eileen Quick and Lynne Jones

Also in attendance: Councillor Carwyn Cox and Councillor Samantha Rayner

Officers: Craig Miller, Russell O'Keefe and David Scott

APOLOGIES

Apologies for absence were received from Councillors Bowden and Burbage.

Councillor Grey was substituting.

DECLARATIONS OF INTEREST

There were no declarations of interest received.

MINUTES

The Part I minutes of the meeting held on 20 July 2017 were approved as a true and correct record.

TELEPHONY OPTIONS

The Chairman informed the Panel that the report had been circulated to all members of the Corporate Services Overview and Scrutiny Panel. Many comments and questions had been raised and had been answered by Andy Jeffs, Executive Director, with no further comments. (Questions attached)

The Panel **Agreed Unanimously** that the report be forwarded to Cabinet.

FINANCIAL UPDATE

Rob Stubbs, Deputy Director & Head of Finance, presented the report to the Panel. The report highlighted a forecast overspend of £828,000 for the Council Managing Directors directorate, which was unchanged from the last reported position. A grant funded budget was requested of £173,000 to repair pot holes in the borough.

The Chairman informed the Panel that he had met with Rob Stubbs and the deputy Pension Fund Manager since the last meeting to discuss pension issues and was a lot clearer now.

The Panel **Agreed Unanimously** the officers recommendations. This was put forward by Councillor McWilliams and seconded by Councillor L Evans.

STATION OPPORTUNITY AREA

Russell O'Keefe, Strategic Director Corporate & Community Services, presented the report to the Panel informing them that it was currently not possible, without an increased budget, to include a bus interchange. The site was small and constrained and the adjoining land was not for sale at present. The leases would come up in 5-10 years.

Russell O'Keefe went through the three core elements of the scheme and the timetable for implementation.

Other points raised included:

- The provision for one retail business in the station, was this not for Great Western to find and arrange. Russell O'Keefe informed the Panel that it was our duty to provide them with certain aspects.

- It was a good idea to keep all options open for additional function ability, at present it would not be cost effective but may be in the future.

- The design shown was not the actual design; it was just a mock up. These actual designs were due the following day.

The **Panel Unanimously** agreed to recommend the paper as per the officers recommendations. This was put forward by Councillor McWilliams and seconded by Councillor Quick.

LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF THE PUBLIC

The meeting, which began at 7.30 pm, finished at 8.30 pm

CHAIRMAN………………………………

DATE…………………………….........

Question	Answer
This proposed telephone system - what other Councils are using the new proposed system?	Beckett would only know about other councils they directly support. The Siemens 4000 is used by many organisatons of all sized over the globe.
What happens if it does not work?	We have been using the Siemens product for over 12 years, it is a global system. The version of software the council has is seven major releases behind the current version available. The functionality has been described, and if it does not physically work as articulated once upgraded then engineers will roll the system back to what we have now until it can be established why it does not work.
What are the hidden costs?	The costs for the upgrade, hardware, software, support, maintenance and training have been established and are within the Capital Bid. The costs of the line rental and calls are from a different provider and have also been established and savings calculated on the volume of calls currently received and made. We are not aware of any other hidden costs and we have asked the supplier that direct question.
What is the break clause in the contract?	The contract is for 3 years, and we review the licensing quantities annually in advance to reduce or increase as the size of the organization changes. The licenses are on a subscription service.
Who is doing the legal contract?	Shared Legal Services will draw up the relevant contracts with input from procurement and the business owners.
Is the telephone system compatible with the phone systems of out-sourced services?	Siemens is a global product and calls can be routed, with any outsourcing provider it will be ensured that any systems are compatible. In phase 2

	we will be implementing SIP, so this will be able to connect into 3rd party phone systems.
What happens if we out-source all the staff and are only left with Directors and we are left with a telephone system that is not fit for purpose?	The licensing model is flexible and scalable so as the numbers using the system changes the costs will change accordingly. During previous procurement exercises when delivery differently was starting we would have entered into contracts for 5+1+1 with no ability to reduce the license numbers. By continuing to invest in the core platform (implemented in 2005) we have the ability to shrink the licenses within the system on an annual basis.
In which Council building is the equipment going to be for this new telephone system?	The core telephony platform will be installed in the ICT data centres in Maidenhead Town Hall & Tinkers Lane. The handsets will be installed in RBWM outstations as currently configured- there is no change to the handsets apart from a firmware upgrade.
What are the training costs?	We have allowed 10 days so £10k to cover administration of the core platform, CSC agent and CSC team leader. There is some contingency within the training to cover any additional requirements post implementation.
What are the costs of getting out of the old telephone contract?	The existing maintenance contract is being co-termed with the new contract, so there are no additional costs.