

Public

**MINUTES** of a meeting of the **CABINET MEMBER FOR COUNCIL SERVICES** held on 2 February 2015 at County Hall, Matlock

**PRESENT**

Cabinet Member – Councillor A Botham

**10/15** **MINUTES RESOLVED** that the minutes of the meeting held on 12 January 2015 be confirmed as a correct record and signed by the Cabinet Member.

**11/15** **ICT USER SATISFACTION SURVEY RESULTS** The Transformation Service had engaged in an extensive benchmarking exercise, the results of which would be used to inform the development of a new ICT Strategy for the County Council. The Society of Information Technology Management (SOCITM) was commissioned to undertake an independent survey which took the form of a questionnaire sent to every County Council ICT user. 1,486 questionnaires had been completed which represented over 20% of existing ICT users, and was considered a very good sample size.

Overall a score of 5 was achieved (scores of 1 to 7 were awarded, with 7 representing the highest score) with 82% of users believing that the ICT service had improved or maintained its performance in the last year. The report provided by SOCITM clearly identified the following three priorities for action:-

- ICT training (inadequate provision)
- ICT hardware (laptops and PC's were perceived as slow and unreliable)
- Business systems used were perceived as not fit for purpose (the comments received related mainly to specific departmental systems and Workplace (SAP))

Attached to the report was a copy of the 'Headlines Report'. In addition, SOCITM had provided a great deal of detailed analysis, including reports by role, service department and geographic location. It was intended that the information provided would be used to inform and develop the County Council's new ICT Strategy.

**RESOLVED** to note the results of the ICT User Satisfaction Survey undertaken by the Society of Information Technology Management (SOCITM).

**12/15**      **EXCLUSION OF THE PUBLIC RESOLVED** to exclude the public from the meeting during the consideration of the remaining items on the agenda to avoid the disclosure of exempt or confidential information.

**SUMMARY OF PROCEEDINGS CONDUCTED AFTER THE PUBLIC WERE EXCLUDED FROM THE MEETING**

1. To confirm the exempt minutes of the meeting held on 12 January 2015 (contains exempt information)
2. To consider the exempt reports of the Strategic Director Corporate Resources on:-
  - a) Debt Write-Off Request
  - b) Disposal of land
  - c) Grounds Maintenance equipment 2014 replacement and disposal
  - d) Surrender of lease of land at Riddings
  - e) Lease of office unit, Holmewood Business Park, Holmewood
  - f) Sale by auction of land at Loundsley Green, Chesterfield
  - g) Sale of frontage land
  - h) Lease of industrial unit, Holmewood Business Park, Holmewood
  - i) Surrender and renewal of Sub-lease of playing field  
(contains information relating to the financial or business affairs of any particular person (including the Authority holding that information))