

COUNTY COUNCIL MEETING – 17 DECEMBER 2010

Statement from: Cllr B G Singleton, Deputy Leader and Executive Councillor for Corporate Development

New Ways of Working (NWoW)

Boston & Skegness Hubs, have been the subject of discussion to ensure that the projects are 'future proofed' against the changes to funding levels. The Board has deferred any decision regarding the recommendations for Boston and Skegness Hubs pending the outcome of each of the District Councils' review of their priorities. It will be reviewed again at the March 2011 Board meeting.

Video Conferencing.

It has been decided not to include provision of any more video conferencing suites at this time, 10 extra suites are scheduled for installation via the Lincolnshire Improvement and Efficiency Partnership (LIEP). Confirmation is to be sought as to the location within the County.

Employee Self Service/Management Self Service (ESS/MSS).

This is no longer considered as an enabler with NWoW. We will therefore not be proceeding with this development at this time.

Sleaford Campus

We are progressing towards a final decision for the proposed location of the development. Various meetings have now taken place between the Fire Service, Ambulance Service, North Kesteven District Council, and Registration Service. This, together with the space allocation now required following the Senior Management Review currently being undertaken, will indicate the best site for the development. This will enable us to take the planning application to NKDC in the New Year. Mouchel are currently working out the design option to put values to these factors. These options will be reviewed at the next meeting.

Councillor Development

Lincolnshire Countywide Member Development Programme – Learning Together Better.

A joint programme of member development has been agreed as part of the Sustainable Community strand Working Together Better (WTB). The programme is supported by monies from the Lincolnshire Improvement and Efficiency Partnership (LIEP). It has been developed for all Councillors on the

eight local authorities in Lincolnshire, members of the Police Authority and non – executive directors of NHS organisations.

The first of the sessions, on the subject of Community Leadership and Engagement, was held here at County Offices on 23 November with 22 delegates from across the County attending.

Unfortunately sessions on “Time Management” in Gainsborough and “Partnership Working” in Lincoln earlier this month, had to be postponed due to the adverse weather, but they will be rescheduled for dates in the New Year.

Other subjects to be covered by this programme, which is being delivered by East Midlands Councils, include:

- Media Training
- Speed Reading
- Public Speaking
- Chairing Skills
- Overview and Scrutiny

To ensure that as many Councillors benefit and participate in the training, more than one session at different locations in the County, and at different times, will be provided for each subject.

Please look out for the promotional material and book on any sessions you think will be of benefit to you.

ICT Outage 17 – 23 November

ICT systems suffered failure on Wednesday 17 November. The cause originally identified by Mouchel was hardware failure to the Storage Area Network (SAN), this was later confirmed by Hewlett Packard’s Failure Analysis Report.

Mouchel confirmed that the first disk failure was at 19.00 hrs Tuesday, with the second failure on Wednesday morning. This led to the outage, resulting in intermittent, access to some council systems (email, core systems) eventually resulting in a complete loss of Service. The Council, HP, Mouchel and other third party suppliers worked continuously – day and night – to restore service.

By Thursday 18 November some council systems had been restored. By Friday 19 November, most services had been restored including temporary email solutions, designed by Mouchel to help council staff. From Friday 19 November through to Tuesday 23 November, an exercise was conducted to restore all historical records in email mailboxes. By Thursday 25 November final mopping up operations were concluded and all services fully restored.

Three SANs failing is an extremely rare set of circumstances, however LCC can not afford to accept this situation lightly and in order to fully understand the reasons for the failures, we are undertaking an independent investigation into the circumstances. This will give us the information that we require, together with option/recommendations, to ensure that the systems structure/resilience that we have in place will alleviate further disruptions in the future.

We await the report.

Citrix

We have been having some difficulty with Citrix operating slowly. This has been due to the amount of home working that we have had following the bad weather, also the number of staff that have migrated to the 'New Citrix Farm' is very low. Some short term actions were put in place to bolster performance, however a meeting has been arranged with Mouchel to ascertain how long it will take to transfer all our users from the old Citrix set up to the new farm, as this will relieve the pressure.

Skills Portal

Thank you to all those members who have completed the Skills Portal questionnaire.

Technical issues did cause some delay in the gathering of this information, but I would like to encourage those who have not managed to complete the exercise to do so. Not only will the information be used to inform the Councillor Development Programme for next year, but it could save councillors time in the Personal Development Plan process. The new link will be sent to those who have not completed the questionnaire and hopefully you will find time over the Christmas period to fill it in.