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Date: 30/08/2013



**Chairman of Finance & Property  
Committee**  
County Hall  
West Bridgford  
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✓  
**Dear Councillor Mrs Kay Cutts**

WRITTEN QUESTION UNDER PROCEDURE RULE 39

Re: ICT Question to the Chairman of the Finance and Property Committee

The ICT division within the Environment and Resources Department has an establishment of 198 FTE of which 44 FTEs are dedicated to –and funded by – the delivery of ICT services to external customers, predominately Nottinghamshire schools. The remaining 154 posts provide a full range of ICT services to the corporate departments including the support of elected members. I can confirm that there are no posts dedicated to the support of specific groups of users and consequently the cost of supporting elected members is derived from the submission made to CIPFA (the Chartered Institute for Public Finance and Accountancy) in March 2013.

In this submission the cost of supporting each ICT user is £161 p.a. Extrapolating this out to the 67 elected members results in a figure of £10,787 p.a. This places Nottinghamshire in the best performing quartile within the cohort of 228 public sector bodies who provided a CIPFA submission.

ICT Services are currently reviewing the ICT operating model to ensure that Nottinghamshire County Council is best placed to take advantage of new technologies to support the transformation of services. It is likely that this will reduce support costs further over the coming years as greater use of remote support tools and cloud based services improves the efficiency of this service. Therefore, it is not anticipated that the user support costs provided above will increase over the period 2014 -2017.

Yours sincerely

MR. D. KIRKHAM

**Councillor David Kirkham  
Chairman of Finance & Property Committee**