

Swindon Borough Council

Resources and Corporate Overview and Scrutiny Committee

Monday, 21 September 2020

Teams Meeting for Members, LiveStream for the press and public

At 6.00 p.m.

Conservative Councillors

Rahul Tarar (Chair)
Vinay Manro (Vice-Chair)
Steve Heyes
Oladapo Ibitoye
Nick Martin

Labour Councillors

Steve Allsopp
Claire Crilly
Adorabelle Shaikh

Committee Officer: Vicki Yull, 07980 752043, committeeservices@swindon.gov.uk

Swindon Borough Council can be contacted at the Civic Offices, Euclid Street, Swindon, SN1 2JH (Telephone 01793 445500)

AGENDA

NOTE

The link for the public session of the meeting is here: [Link for the public to view Resources and Corporate Overview and Scrutiny Committee on 21st September 2020](#)

This link will only work from 6.00pm on 21st September 2020. For help on viewing the meeting, please visit: [Link to help on Microsoft Teams](#)

Please note that if Members resolve to go in to a private and confidential session the public link will be closed.

1. Apologies for Absence

2. Declarations of Interest

Members are reminded that at the start of the meeting they should declare any known interests in any matter to be considered, and also during the meeting if it becomes apparent that they have an interest in the matters being discussed.

3. Minutes (Pages 3 - 8)

To receive the minutes of the meeting held on 2nd March 2020.

4. Public Question Time

Please refer to the guidance below.

5. Financial Inclusion (Pages 9 - 14)

6. Organisational recovery / response to Covid (To Follow)

7. Work Programme 2020-2021 (Pages 15 - 20)

Date of Despatch: 11 September 2020

Access Arrangements: If you would like to receive any of the pages contained in this agenda in a larger print size, please contact the Committee Officer as soon as possible prior to the date of the meeting.

Public Question Time: Swindon Borough Council remains committed to increasing its accountability to the public and to promoting active citizenship. 15 minutes will be allowed at the start of all Council meetings for questions to the Chair from the public about the work of the Committee (except for confidential matters, and matters relating to planning and licensing applications). We will give priority to those who submit questions in writing at least two days before the meeting.

The deadline for submitting questions for this meeting is 3.00pm on 16th September 2020. Questions must be relevant, clear, and concise. You may not use Public Question Time as an opportunity to make speeches or statements.

Questions in writing should be sent to the Committee Officer whose contact details appear on the agenda above or to the Chief Legal Officer. We will publish it, along with the answer, alongside the Minutes. The process associated with asking a public question is set out in the [Public Question Time at Council Meetings Protocol and Guidance](#), which is available on the Council website or from the Committee Officer named above. A privacy note about how we record Public Questions is available here: [Publication of public questions and questioners](#)

Terms of Reference: To fulfil all the functions of an overview and scrutiny committee as they relate to:

- The Budget Scrutiny function, at the request of the Scrutiny Committee;
- The review, scrutiny and development of policy recommendations;
- The management of performance;
- The monitoring of progress towards delivering corporate priorities; and
- The formulation of advice for the Cabinet, Council and other partners and stakeholders.

To have specific responsibility for (but not limited to) the scrutiny of:

- The Council's Revenue and Capital Budget
- The Medium Term Financial Strategy
- Strategic Projects
- Leisure
- Corporate Customer Services

Quorum: The quorum for this meeting is at least one quarter of the whole number of the Committee.

RESOURCES AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

MONDAY, 2 MARCH 2020

PRESENT:- Councillors Brian Mattock (Chair), Steve Allsopp, Matthew Courtliff, Claire Crilly, Robert Jandy, Adorabelle Shaikh, Timothy Swinyard and Rahul Tarar.

Also in attendance were Councillors David Renard (Leader of the Council) and Keith Williams (Cabinet Member for Corporate Services and Operational Excellence).

Apologies for absence were received from Councillors Steve Weisinger (Vice-Chair) and Vinay Manro.

21. Declarations of Interest

The Chair reminded members of the need to declare any known interests in any matters to be considered at the meeting. No declarations were made.

22. Minutes

Resolved – That the minutes of the meeting held on 25th November 2019 be confirmed and signed as a correct record.

23. Public Question Time

Mr Roy Worman, a resident of Haydon Wick, asked questions at the meeting in respect of:

- a) The number of online transactions having increased to 64%, all of which were completed successfully.
- b) How the proposed £6m of funding for the IT and Digital Strategy will help achieve the 85% goal of online take-up amongst other things.
- c) The 75% reduction in internal major incidents from 79 to the mid-20s.
- d) The demand for, and future proposals regarding, the automatic audio recording of public meetings at the Council.
- e) The 'Chat Bot' automated process currently on the Council's website (which aims to direct users to the correct page more quickly) and possible options for introducing and resourcing a live-chat function.
- f) That 87% of complaints are now being handled within ten days, showing that improved training, templates and processes are helping the Council reach service level agreement deadlines.

Councillor Keith Williams (Cabinet Member for Corporate Services and Operational Excellence), the Head of Digital and Business Change, the Head of IT Operations and the Head of Customer Services, Registrars and Bereavements responded to the questions at the meeting.

Mr Jim Boyd, a resident of Old Town, asked questions at the meeting relating to the review of leisure contracts, in particular the £2m and £1.5m one-off payments made by the Council to GLL for maintenance costs at the Health Hydro, and the expectation in the number of improvements and attractiveness to users that the proposed £7m spend may achieve at the site.

Councillor Williams responded to the questions at the meeting.

24. Digital Programme - successes and lessons learned

The Committee considered a report providing an update on the progress made on the Digital Programme from October 2017 to April 2019. The report set out how the Digital Programme, as part of Organisational Excellence, had transformed the back-office and front-of-house services for residents, and had been a key part of delivering the Swindon Programme.

The Head of Digital and Business Change introduced the report and highlighted how the Programme had been led by the Digital Hub, focussing on the discovery, design and delivery of high volume, resource-heavy, paper based, or low Service Level Agreement type processes. He advised that over sixty processes across twenty service areas had been reviewed from beginning to end to improve efficiency. The Committee noted some of the Programme objectives achieved such as 95% of processes now being online (with 64% of transactions received in to the Council now coming through that route) and the reduction of printing from 15m to 6m copies a year. The Head of Digital and Business Change also referred to the lessons learnt from the Programme, which included increasing digital leadership, embedding continuous learning across the organisation, and utilising emerging technologies.

Following the presentation of the report, the following matters arose and were discussed:

- How 95% of the Council's processes are now offered online but only 64% of residents are choosing to use an online transaction to communicate with the Council. The Committee noted that the main gaps are within housing repair and green waste services where the significant proportion of customers still call the contact centre.
- Achieving a 60% reduction in printing and the plans to reduce this further to 1m copies a year, recognising the environmental benefits.
- How around a third of the £30m savings across the project as a whole were realised from the digitisation of services (in its broadest sense) and included the reduction of paper usage, improving processes and changing policies.
- The initial resistance from some service areas to the Programme and how this has been resolved.
- How the lead times for projects were being delayed by IT but that measures have been put in place to ensure that IT support for a system will already be in place before a project is started.
- The process issue whereby reported problems are showing as completed to the online user without the work having actually been undertaken yet. The Committee noted that the term 'closure of case' is used to show that the case has been referred to the relevant service area, meaning it has been closed on the case processing mechanism (which the online user can view) but the actual work still needs to take place.
- How communication with residents is being improved through the escalation process in the revised Complaints Policy, and the use of more customer-facing processes and functions.
- The management of spikes in service demands which enables the call centre to deal effectively with any subsequent increase in the volume of calls.
- How the numbers of full time employees has been increased within Customer

Services, with five vacancies currently being advertised within the service. The Committee noted that it takes around nine months to replace and train a new member of staff and so retention has become a priority.

- The challenges of improving recruitment and retention within the IT Team given the salary offers across the private sector, and the measures taken to address this such as the introduction of career progression and the opportunities provided to staff to learn new skills.

Resolved – To note the contents of the report.

25. IT and Digital Strategy

The Committee considered a report outlining the Council's IT & Digital Strategy for 2020-2022. The report set out how a robust IT & Digital strategy is crucial to ensuring the Council delivers against the vision, priorities and pledges, and delivers modern services in an efficient and financially sustainable way.

The Head of IT Operations introduced the report and highlighted how the previous ICT Strategy had run from 2014-19. This had covered the in-sourcing of IT in 2016, the embedding of industry best practise, the building of a new website, the replacing of older business systems and hardware, along with networking changes. He confirmed that there has been a significant increase in user satisfaction following the implementation of this Strategy, as demonstrated via customer surveys.

The Committee was advised of the IT challenges over the next couple of years, which included IT availability, cyber security, cloud services and skills, and noted that approximately £6m of capital and £500k of revenue will be required to deliver the new Strategy.

Following the presentation of the report, the following matters arose and were discussed:

- Plans for the introduction of a progressive webapp, which would increase the functionality of the Council's website and allow users to use the website like a mobile app. The Committee noted the work already undertaken to build the functionality of an app in to the Council's current online forms and processes, and the mobile first policy of Jadu, which provides the platform the Council uses.
- How the Council, following on from the cyberattack at Redcar and Cleveland Council, has been using learning points provided by the Local Government Association and the services of the National Cyber Security Centre, and has also demonstrated Public Sector Network Compliance – part of which involves 'ethical hacking' to demonstrate where there are any issues.
- How data sharing can be used to address demand management in services such as adult social care by allowing officers to be counter-intuitive and deal with issues in a more sophisticated way.
- That the proposed £500k revenue as set out in the report will be used to purchase the licenses required to run the different software needed in order to deliver the Strategy over its two year lifespan.
- How the upgrade during 2019 to the network infrastructure, both on the Civic Campus and at satellite sites, will support the proposals within the Strategy and also cope with any future growth and demand.
- The Committee noted that this Strategy will now be presented to Cabinet for

consideration.

Resolved – To note the content of the IT & Digital Strategy.

26. Customer Service - The Plan for 2020

The Committee considered a report setting out the progress of the Customer Services function in 2019 and the Council's plan for 2020 and beyond.

The Head of Customer Services, Registrars and Bereavements introduced the report and highlighted some key achievements during 2019. These included: the modernised Customer Service reception opening to the public; the Council's Web Content Team having become a core part of the Customer Services department (which has significantly improved the connection between customers and the content / usability of the website), and; a new Customer Feedback and Complaints Handling Policy having been implemented with a significantly improved response time to complaints being seen as a result.

The Committee was advised of the focus for Customer Services during 2020. This included: ensuring that residents are at the centre of everything that the Council does, particularly when designing and redesigning services; making sure that customers are kept up-to-date with all the information they require about issues they have reported; continuing to improve and develop the online processes by using a range of emerging technologies such as chatbots, smart speaker skills and artificial intelligence, and; continuing to work with colleagues on the handling and analysis of complaints.

Following the presentation of the report, the following matters arose and were discussed:

- The extent to which feedback from frontline staff is taken into account when designing or redesigning services.
- How the Business Improvement Team supports those services undertaking improvement projects requiring service redesign, and how the Performance Team look after data and management information. The Committee noted that there is an expectation on managers now that continuous improvement should be part of their day to day job, using management information to identify where efficiencies could be made.

Resolved – (1) To note the contents of the report.

(2) To note the significant progress made in the development of the Council's Customer Services function over the course of 2019.

(3) To note the areas of focus for 2020.

(4) To note the nature of demand for Council services, and how it affects provision of good customer services.

27. Review of Leisure services

The Committee considered a report that set out information on the Council's leisure contracts. Councillor Keith Williams (Cabinet Member for Corporate Services and Operational Excellence) introduced the report and referred to the £1.5m annual revenue savings resulting from GLL having taken on its leisure contract, as well as the millions GLL has invested in to the facilities in Swindon. Councillor Williams also

highlighted that Highworth and Broome Manor golf courses had been leased to Twigmarket, with the operator now stating that the course at Highworth is no longer viable. The Committee noted that the operator has a duty of responsibility to the Council after the surrender of the lease and until 2028, and that preliminary conversations are taking place with Highworth Town Council regarding future possible options for the site.

Following the presentation of the report, the following matters arose and were discussed:

- How any options appraisal for an asset transfer of the Highworth site cannot place firm restrictions on the use of the facility, noting that any change of use would have to go through the planning process.
- The use of the £1.5m funding from the Council (for essential backlog maintenance) to attract match funding for generating the £7m required for the long term sustainability of the Health Hydro.

Resolved – To note the contents of the report.

28. Work Programme 2019-2020

The Committee considered a report of the Chief Legal Officer setting out the topics for inclusion in its 2019/2020 Work Programme, as agreed by the Committee at its meeting on 17th June 2019 and updated during the course of the Municipal Year.

Members of the Committee positively commented on the theming of each meeting across the year and suggested that members of this Committee, in the new Municipal Year, be recommended to continue this approach. It was also suggested that a visit to the new Contact Centre be arranged for members in the new Municipal Year. The Committee also discussed the possibility of, in future, adding an item to its last meeting of the year to look at potential items which could help populate the Work Programme for the Committee to consider at its first meeting of the next year, and requested that officers be asked to investigate this.

Resolved – That the Work Programme for 2019/20 be noted.

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Financial Inclusion

Resources and Corporate Overview and Scrutiny Committee

Date: 21st September 2020

Author: Head of Revenues & Benefits

Wards: All

Parishes Affected: All

1. Purpose and Reasons

- 1.1 To provide an update on Financial Inclusion in relation to the Council priority and also in response to the economic difficulties created by the Covid19 pandemic.
- 1.2 Financial Inclusion helps deliver Priority 4 which is to 'Help People to Help Themselves while Always Protecting our Most Vulnerable' and in particular Pledge 17 which is to 'Provide early support so that Swindon residents are financially included and avoid getting into debt.'

2. Recommendations

The Committee is recommended to:

- 2.1 Note the contents of the report and the actions being taken in respect to Financial Inclusion.

3. Detail

Background & Update

- 3.1 A Financial Inclusion Policy was adopted by Cabinet in July 2016 and following the recommendations in this report and a further report in September 2017, a Social Inclusion and Enterprise Manager was appointed (Cabinet Minute 31, 2017/18 refers). The following projects have been undertaken.
- 3.2 Promotion of Credit Unions. Wiltshire Savings and Loans merged with the Steam Ahead Credit Union and became Wiltshire and Swindon Credit Union (WASCU). The offices in Cavendish Square were taken on and new collection points at Highworth, Penhill and Toothill began operating. During the Covid19 pandemic the office and collection points have been closed, but WASCU have been able to offer their members services online.
- 3.3 A 'Save as You Earn' scheme is available for Swindon Borough Council employees who wish to join the Wiltshire and Swindon Credit Union and making regular savings each month.
- 3.4 WASCU is currently looking to work with more employers to start more 'Save as you Earn schemes' working with Business West and Thames Valley Chamber of Commerce to promote to their members. Later this year the Council together with

Further information on the subject of this report can be obtained from Andy Stevens, (01793) 464607, Astevens3@swindon.gov.uk.

Financial Inclusion

Resources and Corporate Overview and Scrutiny Committee

Date: 21st September 2020

WASCU will also be looking to implement a deduction from salary repayment loan scheme for Council employees.

- 3.5 Work with the National Illegal Money lending Unit continues and we encourage residents to report and prevent loan sharks from operating in the Swindon area. Details can be found on the Council's website.
- 3.6 Using funding provided by the Department of Works and Pensions enabled Citizens Advice (CA) to continue to employ a 'Money Mentor' to whom individuals, particularly those that have their benefits capped, can be referred. The Council's Family Service have referred a number of families in need of help. During appointments the 'Mentor' will review the individual's entitlements and expenditure in order to suggest where additional income can be obtained or reductions in expenditure. In 2019 62 families were assisted and £43,000 of additional income was identified and debts reduced by £50,000. Unfortunately a further 57 individuals had appointments but failed to attend. Changes were made to help encourage attendance and these included booking appointments directly through the Money Mentor or through dedicated support who begin the conversation with the client to start engaging them in the Money Mentor process. Support workers are also encouraged to attend appointments with the client to help ensure the outcomes are acted upon. Currently all CA advisers are working through Telephone appointments.
- 3.7 Customer Services have a direct referral process to Citizens Advice, which is used where an individual makes more than one grant request from the Swindon Emergency Assistance Fund (SEAF). There were 219 awards with a value of £23,103 made from the SEAF fund during 2019/20. The fund provides food, heating, electric and basic furniture and white goods to the vulnerable. Between 1st April 2020 and 31st July 2020 there were 220 awards with a value of £7,006, since a lot of food was awarded through the SEAF scheme in May and June during the Covid19 'lockdown.' There have been less awards in July (12) and August (40).
- 3.8 Work with the Swindon Food Collective continues. In 2018, the charity running the Swindon food bank became insolvent and ceased to trade. The food bank provides food for approximately 5,000 people per year, with 2,000 of these being children. In order to enable a new charity to be formed the Council provided a grant of £51,027 to Swindon Food Collective. This new charity has been set up and continues to provide this service and during the pandemic has been helping over 600 people per month.
- 3.9 A Social Enterprise Network has been set up which promotes the creation and growth of Social Enterprises. These are non-profit making, sustainable businesses that create positive social and environmental impacts. Social Enterprises also have an "historical record" of helping and assisting those

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Financial Inclusion

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furthest from employment into employment. The network has helped each other and a number of other local charities and small businesses in the Swindon area. The assistance has included financial and marketing advice, which in one case ensured a local charity could continue running, the Night shelter setting up a shop and café and a small business to employ staff that were finding difficulties finding work due to their past history. A regional conference was held in Oct 2019 and would have done so again this year, but was prevented by the Covid-19 pandemic. Steering group meetings are due to be held from the end of this month.

- 3.10 Financial Inclusion Seminars have been held. These provide guidance to those that support vulnerable adults and networking opportunities to front line Council staff and advice agency and support workers. These have not been held since March 2020.
- 3.11 Support to benefit claimants transferring to Universal Credits and those whose benefit is capped has been provided. Citizens Advice now has a national contract with the Department of Works and Pensions, but the Council continues to provide assistance through Adults Social care and Housing teams. The libraries have helped claimants to make claims online and help run 'job clubs.' Recently the Library Service has provided a member of staff who can give advice on the telephone to people who are using a Council computer at a Library to make their online claim.
- 3.12 The Council also continues to contact many residents who have Council Tax arrears and offer support to them, in order to ensure Council Tax is collected but prevent recovery proceedings from being undertaken. In 2019/20 1,401 telephone calls were made and 1,011 summonses were prevented.

Covid19 - Additional Financial Support & Advice Offered to Residents

- 3.13 Received and processed over 2,200 Council Tax Support claims during the period April until August 2020. Claims in payment have increased by 441 to 11,206.
- 3.14 Following receipt of a Government grant an additional £150 Council Tax Support has been awarded to working age claimants, who owed at least this amount.
- 3.15 Where customers paying by ten monthly instalments contact the Council Tax office to advise they could not afford a monthly instalment payment, instalment payments have been rescheduled to February and March 2021.
- 3.16 The Council Tax collection rate for the whole of the financial year 2020/21 as at the end of August was 47.39%. At the same time during 2019/20 it was 47.61% and so allowing for the additional Council Tax Support and rescheduled Council Tax instalments many residents still appear to be paying their Council Tax. The

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reminder notices being issued at the start of September have included a leaflet from Citizens Advice, advising residents with debt or financial difficulties to contact them.

- 3.17 Assisted in providing food to those in isolation or shielding, where it was adjudged the person was vulnerable and could not afford to make payment, the Swindon Emergency Assistance Fund was used to purchase food and the food was delivered to the individual.
- 3.18 A Department of Environment, Food and Rural Affairs (DEFRA) grant of £227,827 has been applied for and received. This will assist the Council and partners to continue to provide food and essential supplies to those struggling in the current economic circumstances. The intention is to allocate much of the grant to the Swindon Emergency Assistance Fund initially.
- 3.19 A Welfare Hardship Group has been set up in the Council, comprising of officers from frontline teams and Advice Agency and Voluntary Sector partners. Citizens Advice have reported to the group that they are seeing lots of residents needing employment and debt advice currently.
- 3.20 The Council website has been updated giving residents more benefits and financial advice.

4. Alternative Options

- 4.1 The report is an update and what is currently in place and so no alternative options are included in this report.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 There are no financial implications arising from this report and the cost of the Financial Inclusion work has been met from the Council's Local Welfare budgets. Where successful Financial Inclusion work may prevent cost being incurred elsewhere in the Council or Public Sector. Early intervention can prevent residents from falling into greater need and dependency.

Legal and Human Rights Implications

- 5.2 There are no Legal or Human Right Implications to consider as this report is an update.

Further information on the subject of this report can be obtained from Andy Stevens, (01793) 464607, Astevens3@swindon.gov.uk.

Financial Inclusion

Resources and Corporate Overview and Scrutiny Committee

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All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.3 Financial Inclusion will help the Council in achieving Priority four, which is to help people to help themselves, while always protecting the most vulnerable children and adults

Diversity Impact Assessment

- 5.4 Not required for this update. Impact Assessments are undertaken where service changes are made.

Risk Management

- 5.5 No direct risks are identified as a result of this report.

6. Consultees

- 6.1 The Corporate Director of Finance and Assets (s151 officer) and Chief Legal Officer (Monitoring Officer) are consulted when changes are considered.

7. Background Papers

- 7.1 None.

8. Appendices

- 8.1 None.

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Work Programme 2020/2021

Resources and Corporate

Overview & Scrutiny Committee

Date: 21st September 2020

Author: Chief Legal Officer

Wards: All Wards

Parishes Affected: All Parish Areas

1. Purpose and Reasons

- 1.1 Each year, the Overview and Scrutiny Committees are invited to put together a Work Programme that details the activities that it will be undertaking during the Municipal Year.
- 1.2 The Work Programme details the various topics and issues that the Committee intends to look into during the coming year with the aim of producing evidence based recommendations intended to provide service improvements for Cabinet and external agencies / bodies to consider where appropriate.

2. Recommendations

The Committee is recommended to:

- 2.1 Consider and discuss items to be included in the Work Programme for the Resources and Corporate Overview and Scrutiny Committee for the 2020/2021 Municipal Year.

3. Detail

- 3.1 Under the Council's Constitution, Overview and Scrutiny Committees are required to agree a Work Programme at the start of the Municipal Year outlining their priorities and likely outcomes of considering these issues.
- 3.2 The Work Programme is developed taking into account:
 - 3.2.1 Corporate priorities and objectives, including the Cabinet Forward Plan.
 - 3.2.2 Partnership strategic priorities and objectives.
 - 3.2.3 The interests and concerns of Members, Council officers, members of the public and other stakeholders such as community and voluntary groups and local businesses.
- 3.3 Members are reminded that the Work Programme must also take into account:
 - 3.3.1 The workload of the Committee and of individual members.
 - 3.3.2 The capacity of officers to support a review.
 - 3.3.3 The resource implications of carrying out a review.

Further information on the subject of this report can be obtained from Vicki Yull, 07980 752043, VYull@swindon.gov.uk.

Work Programme 2020/2021

Resources and Corporate

Overview & Scrutiny Committee

Date: 21st September 2020

- 3.3.4 The timescales for a review.
- 3.3.5 The most appropriate method of carrying out a review e.g. Committee meeting, Task Group, Member Champion review.
- 3.4 It is important that Overview and Scrutiny adds value to the work of the Council and the Borough and produces tangible outcomes for local people that result in real service improvements. Selecting the right topics is crucial to ensure that Overview and Scrutiny will be effective.
- 3.5 Officers within the relevant service areas have put forward suggestions for the draft Work Programme for the 2020 / 2021 Municipal Year, and these are shown within Appendix 1.
- 3.6 Committees are encouraged to review the Work Programme on a regular basis to ensure it remains relevant to the Terms and Reference of the Committee and to prioritise the workload of the Committee to address issues the importance of which might only become evident during the course of the year.
- 3.7 In the 2019/2020 Municipal Year the Resources and Corporate Overview and Scrutiny Committee themed each of its meetings and considered the following topics:
 - 3.7.1 Theme: Performance
 - LGA Peer Review
 - The Council's Approach to Performance Management
 - 3.7.2 Theme: People
 - Supporting our People – an update on initiatives relating to our workforce
 - 3.7.3 Theme: Finance
 - Capital Strategy Update
 - National Update / Spending Review
 - Local Procurement
 - S106 / Community Infrastructure Levy
 - Rationalisation of the Council's estate
 - 3.7.4 Theme: Digital and Customer

Further information on the subject of this report can be obtained from Vicki Yull, 07980 752043, VYull@swindon.gov.uk.

Work Programme 2020/2021

Resources and Corporate

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Date: 21st September 2020

- Digital Programme – successes and lessons learned
- IT and Digital Strategy
- Customer Services – the plan for 2020
- Review of Leisure services

Task Group Reviews

- 3.8 The Committee is able to undertake individual reviews throughout the Municipal Year and proposals for reviews should be proposed and discussed at the Committee meeting.

4. Alternative Options

- 4.1 The Committee can choose not to have a detailed work programme although it is recommended that it is best practice to do so.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 There are no financial or procurement implications arising as a result of this report. Any expenditure arising as a result of an item on the Committee's work programme will be met by the Overview and Scrutiny Support budget, subject to the approval of the Committee.

Legal and Human Rights Implications

- 5.2 Section 21 of the Local Government Act requires every local authority to establish an overview and scrutiny function to hold the Executive to account, undertake policy development and review, monitor and improve performance.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.3 There are no other direct implications arising as a result of this report. Any further implications will be identified when a topic is reviewed by the Committee and in any recommendations made by the Committee.

Diversity Impact Assessment

- 5.4 No Diversity Impact Assessment is required at this stage. Any DIA that is required during review of topics included within the work programme will be identified at the appropriate stage.

Work Programme 2020/2021

Resources and Corporate

Overview & Scrutiny Committee

Date: 21st September 2020

Risk Management

- 5.5 No risk management issues have been identified at this stage. Any risk management issues will be identified at the appropriate time when a topic is under review by the Committee and if it makes any recommendations.

6. Consultees

- 6.1 The author has consulted, where appropriate, with Corporate Directors, Directors, Heads of Service, other officers, and relevant partners on the purpose, content, and recommendations of the report.

7. Background Papers

- 7.1 None.

8. Appendices

- 8.1 Appendix 1 – Draft Resources and Corporate Overview and Scrutiny Committee Work Programme for 2020/2021.

Resources and Corporate Overview and Scrutiny Committee

Work Programme 2020/21

Terms of Reference of the Committee

To fulfil all the functions of an overview and scrutiny committee as they relate to:

- The Budget Scrutiny function, at the request of the Scrutiny Committee;
- The review, scrutiny and development of policy recommendations;
- The management of performance;
- The monitoring of progress towards delivering corporate priorities; and
- The formulation of advice for the Cabinet, Council and other partners and stakeholders.

To have specific responsibility for (but not limited to) the scrutiny of:

- The Council's Revenue and Capital Budget
- The Medium Term Financial Strategy
- Strategic Projects
- Leisure
- Corporate Customer Services

Review of the Work Programme

The work programme will be reviewed at every meeting of the Resources and Corporate Overview and Scrutiny Committee to ensure: that it remains relevant; that Members and Officers have sufficient capacity to deliver the work programme, and; to include any additional items on the work programme, if appropriate.

To assist members in developing the Committee's work programme, members are advised to consider the current Cabinet Work Programme and Forward Plan which can be found here: [Link to Cabinet Forward Plan](#).

Contact details

Committee Officer: Vicki Yull
Email: vyull@swindon.gov.uk
Tel: 07980 752043

Dates of Meetings

Date	Item	Lead
21 September 2020	To discuss and adopt a Work Programme for the 2020/2021 Municipal Year	Resources and Corporate Overview and Scrutiny Committee
	Financial inclusion	Andy Stevens – Head of Revenues and Benefits
	Organisational recovery / response to Covid	Sam Mowbray – Chief Operating Officer Sonia Grewal – Director of Human Resources and Organisational Development Philip Avery – Head of Communications, Performance, People and Engagement
23 November 2020	Emerging Tech	Philip Murkin – Head of Digital and Business Change
	Channel Shift	Rob Brown – Head of Customer Strategy and Operations
25 January 2021	Reviewing 2020 Performance	Simon Phillips – Head of Data, Performance and Insight
	Supporting our People	Sonia Grewal – Director of Human Resources and Organisational Development
1 March 2021	Digital and IT Strategy and progress against it	Peter Eagle – Head of IT Phil Murkin – Head of Digital and Business Change
	Information Management	Simon Phillips – Head of Data, Performance and Insight
	Property and Estate Management	Rob Richards – Head of Property Assets