

# Swindon Borough Council

## Resources and Corporate Overview and Scrutiny Committee

**Monday, 13 March 2017**

Committee Room 1, Civic Offices  
At 6.00 p.m.

### **Conservative Councillors**

*Emma Faramarzi (Chair)*  
*Nick Martin*  
*Maureen Penny*  
*Timothy Swinyard*  
*Caryl Sydney-Smith*

### **Labour Councillors**

*Steve Allsopp*  
*Des Moffatt*  
*Chris Watts*  
*Robert Wright*

**Committee Officer:** Rita Glen-Gallo, Committee Officer (01793) 463611 [rglen-gallo@swindon.gov.uk](mailto:rglen-gallo@swindon.gov.uk)

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

**Access Arrangements** - The venue is wheelchair accessible and an infrared receiver hearing system is provided. If you have any special requirements to enable you to attend the meeting or 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.

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## **AGENDA**

### **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 - 4)**

To receive the minutes of the meeting held on 30<sup>th</sup> January 2017.

### **4. Public Question Time**

See explanatory note below. Please phone the Committee Officer whose name and number appears at the top of this agenda if you need further guidance.

### **5. Measuring the Council's Performance - The Council's Performance Dashboard**

To receive a presentation by the Head of People, Performance and Engagement, on the

use of the Swindon Borough Council Performance Dashboard, to monitor progress against the Council's Vision, Priorities and Pledges. Members can visit the dashboard via the following link <https://dashboard.swindon.gov.uk/>.

## **6. Update on Business Rates**

To receive an update on Business Rates in advance of legislative changes to be introduced in 2020.

**Date of Despatch:** 03 March 2017

**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. 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 Director of Law and Democratic Services, 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" available on the Council's Website.

(<http://ww5.swindon.gov.uk/moderngov/ecCatDisplay.aspx?sch=doc&cat=13338&path=0>) or from the Committee Officer named above.

## **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

**RESOURCES AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE**

**MONDAY, 30 JANUARY 2017**

PRESENT:- Councillors Emma Faramarzi (Chair), Nick Martin, Des Moffatt, Maureen Penny, Timothy Swinyard, Caryl Sydney-Smith, Chris Watts and Robert Wright

Apologies for absence were received from Councillors Steve Allsopp.

**18. Declarations of Interest**

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

**19. Minutes**

Resolved – That the minutes of the meetings held on 17<sup>th</sup> November and 28<sup>th</sup> November 2017, be confirmed and signed as a correct record.

**20. Public Question Time**

Mr Roy Worman, Haydon View Community Association, submitted questions on (a) the Borough Council's e-mail facility, (b) the projected costs and savings by the Council for going digital, and (c) green waste payment methods.

The Chair thanked Mr Worman for his questions. Mr Glyn Peach, the Council's Chief Information Officer, responded to the questions at the meeting.

**21. The use of technology to drive down costs and to communicate with the Borough's residents**

The Chief Information Officer and the Head of Communications submitted a joint report highlighting the changes in technology being implemented to reduce corporate costs. Mr Glyn Peach, the Chief Information Officer, outlined the direction currently being undertaken by the Information and Technology Department (IT) and Communications Department and highlighted opportunities for smarter ways to communicate with Borough residents. He commented on the migration of staff to Office 365 e-mail and to the predicted cost savings of "Hybrid Mail" as this would streamline printing and posting. Mr Phil Avery, the Head of Communications, drew attention to the growing suite of e-newsletters circulated by some of the borough services and confirmed this was proving to be a cost effective method to directly communicate with the public.

Following their introduction of the report, Mr Peach and Mr Avery responded to members' questions and comments in respect of the following matters:

- The latest list of services being provided by Capita.
- Costs for the technological investment within the Streetsmart service.
- The use of technology to improve the waste collection service.
- The efficient ways of communicating with the public that included sending out letters and flyers through the "hybrid mail" facility.

- Secure storage of customer e-mail details collected at point of contact.
- The re-structuring of the Councils' internet social media pages to encourage two way communication with members of the public.
- Data exchange across government agencies, the Council, the NHS and Wiltshire Police.
- The Councils' broadband infrastructure and future cost savings to be made.
- The offer to help Councillors during the IT migration process to Office 365.
- Future take-up and use of the Members' hotline.
- The replacement of the Citizen Portal and how this helped public engagement through web chat.
- Community inclusion was considered by undertaking a Diversity Impact Assessment on the services being provided by the IT Department.
- The mix of social media platforms to be used including Facebook and Twitter.

Resolved: (1) That the report be noted.

(2) That the Chief Information Officer be requested to circulate information to members of the Committee on the number of schools that no longer received IT services from the Council.

## **22. Swindon Borough Council Digital Strategy**

The Chief information Officer submitted a report updating the Committee on the Draft Council Digital Strategy. He explained that the strategy would provide guidance and design principles for the development of IT services in Swindon and would enable services to optimise the use of technology whilst reducing service costs.

Following the introduction of the report, The Chief information Officer responded to members' questions and comments in respect of the following matters:

- Portal maintenance and website outage particularly at weekends.
- Community inclusion was considered by undertaking a Diversity Impact Assessment on the draft Digital Strategy.
- Implementation of the strategy and that it was not a "top down" approach as user needs and feedback would drive the implementation.
- Jadu was the system platform as this allowed a digital connection to the community with a modern, secure Website, e-forms and case management.

Resolved: (1) That the report be noted.

(2) That the Chief Information Officer be requested to submit the Draft Council Digital Strategy to the Equalities Advisory Forum for their comments.

(3) That the Chief Information Officer be requested to submit a progress update on the draft strategy to a future meeting of the Committee.