

Swindon Borough Council

Resources and Corporate Overview and Scrutiny Committee

Monday, 13 June 2016

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: Iain Tucker, Committee Officer (01793) 463605
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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.

AGENDA

- 1. Appointment of Vice-Chair**
- 2. Apologies for Absence**
- 3. Minutes** (Pages 3 - 6)
To receive the minutes of the final meeting of the Resources Overview and Scrutiny Committee meeting held on 14th January 2016
- 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. Work Programme 2016/17** (Pages 7 - 12)

Date of Despatch: 03 June 2016

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://www5.swindon.gov.uk/moderngov/ecCatDisplay.aspx?sch=doc&cat=13338&path=0>) or from the Committee Officer named above.

Terms of Reference of the Committee

To fulfil all the functions of an Overview and Scrutiny Committee as they relate to:-

- The review, scrutiny and development of policy recommendations
- The management of performance
- The monitoring of progress against corporate priorities
- 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 Budget
- The Medium Term Financial Strategy
- The Borough's property portfolio
- Strategic Projects and Wichelstowe
- HR
- ICT
- Communications

RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 14 JANUARY 2016

PRESENT:- Councillors Richard Hurley (Chair), Steve Allsopp, Oliver Donachie, Mark Edwards, Des Moffatt and Caryl Sydney-Smith

Apologies for absence were received from Councillors Nick Martin and Timothy Swinyard.

32. Minutes

Resolved – That the minutes of the meeting held on 3rd September 2015 be confirmed and signed.

33. Public Question Time

There were no public questions

34. 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 of interest were made.

35. Website and Digital Approach

The Board Director Resources submitted a report setting out the landscape for developing digital services in Swindon, following implementation of a new Council website in September 2015.

Gavin Calthrop, the Council's Head of Communications and Insight Resources gave a brief presentation concerning the development of the Council's new website. He commented that the IT department had worked in partnership with the communications team to deliver a new web platform to support the new Council website which went live in September 2015.

Mr Calthrop advised that the new platform allows the Council to control the design and implementation of further improvements to the website using in-house skills and capacity, thereby ensuring that the Council has the flexibility to respond to changing customer expectations.

It was noted that the immediate priority for the new website was to migrate all existing content from the old site to the new platform. All content would then be refined in line with best practice guidelines to provide the best possible customer experience.

It was noted that the new site had already significantly enhanced the user experience, even at this early stage with the following key improvements:

- Responsive design that enables the site to be fully accessible on all mobile

- devices
- Improved search functionality
- Simplified navigation and focus on key tasks based on research and evidence about what customers use the site for
- Improved forms and transactions in some areas

Karen McMahon the Council's Head of Business Services & Support Resources - Customer & Business Services gave a brief presentation concerning the Council's improved Customer Services function. Ms McMahon referred to a reduction in customer contact through traditional channels and commented that using the new web platform and end to end digital processes would enable the Council to manage down demand and still continue to provide a good customer experience across all interaction channels.

She referred to the changing face of customer services with a new "doc drop" service and the improved contact centre with a Police counter service.

Resolved – (1) That the report be noted and the improved service provision outlined by the officers in their presentation of the report be welcomed.

(2) That members be provided with copies of the website statistics referred to by the officers in their presentation of the report.

36. Performance Management

Sam Mowbray, the Head of Performance, People and Engagement submitted a report setting out the progress made on the development of the Council's Performance Framework, which will be the vehicle for Members, residents and stakeholders to measure the success of the Council's Vision, Priorities and Pledges.

The Committee noted that, in accepting the Vision for Swindon at the full Council meeting in September 2015, alongside the four council priorities and 30 key pledges, there was a commitment by the Leader of the Council to bring forward a performance system which would allow Members and residents to monitor performance against these priorities and pledges in order to ascertain whether adequate and sufficient progress is being made towards the delivery of the Vision for Swindon. In response to that commitment, Ms Mowbray commented that numerous performance measures and targets had been developed by lead officers and relevant Cabinet Members to help the Council to identify whether it is being successful in the delivery of the Council priorities between now and the end of 2020. A spreadsheet was tabled at the meeting identifying the proposed measures and targets, along with baseline and benchmark data where such existed.

She commented that numerous performance measures and targets have been developed by lead officers and the relevant Cabinet members to help the Council to identify whether it is being successful in the delivery of the Council priorities between now and the end of 2020. She tabled a spreadsheet showing the measures and targets, along with baseline and benchmark data where it exists.

Ms Mowbray advised that it was intended that these measures and targets should be agreed by Cabinet at its next meeting, in February 2016, and that they would be the basis Council's Performance Framework from now until the end of 2020. It was noted that some targets may be met by that date and replaced with new measures and targets as appropriate and that others are longer-term.

Resolved – That the report, and, in particular, the measures and targets planned to form the basis of the Council's Performance Framework to 2020, including the use of the online performance tool, demonstrated at the meeting and forming the basis of the Council's Performance Framework, be noted.

37. Capital Planning

The Board Director Resources submitted a report setting out an overview of the capital planning and delivery arrangements for the Council's capital projects.

Mr Paul Smith, the Council's Head of Technical Finance gave a brief presentation setting out in more detail the processes for capital planning and delivery and identifying areas of particular risk including procurement approvals, robust cost estimates, the level of budget contingencies, resourcing projects, publication of budget finance, "scope-creep" and the relationship between borrowing and revenue budgets.

It was noted that the Council had an on-going capital programme with a total budget in the region of £120m, funded through a mixture of capital grant, capital receipts, revenue contributions, S106 contributions and borrowing and that, despite falling resources, the capital programme was still substantial and many of the projects are highly significant in terms of delivering the Council's aims.

The Committee was advised that the Government awarded capital grant on an annual basis for schools and highways work, and provided indicative funding for future years, and that notification of this was usually received by the Council around Christmas time each year. It was noted that any schemes funded from the Council's own borrowing have a revenue budget impact in terms of the resulting debt charges.
Resolved – That the report, and the additional detail provided in the officer's presentation of the report, be noted.

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Work Programme 2016/17

Resources and Corporate

Overview & Scrutiny Committee

Date: 13 June 2016

Author:	Director of Law & Democratic Services
Wards:	All Wards
Locality Affected:	All Localities
Parishes Affected:	All Parish Areas

1. Purpose and Reasons

- 1.1 Each Overview and Scrutiny Committee is requested to have 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 each 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.
- 1.3 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.

The work programme is developed taking into account:

- Corporate priorities and objectives, including the Cabinet Forward Plan
 - Partnership strategic priorities and objectives
 - The interests and concerns of Members, Council officers, members of the public and other stakeholders such as community and voluntary groups and local businesses
- 1.4 Committees are encouraged to review the work programme on a regular basis to ensure it remains relevant and to prioritise the workload of the Committee.
 - 1.5 In the 2015/16 Municipal Year the Resources Overview and Scrutiny Committee considered reports on the following topics:
 - Financial Projection 2015-16 and Forward Look
 - Wichelstowe Joint Venture
 - Website and Digital Approach
 - Performance Management
 - Capital Planning

Further information on the subject of this report can be obtained from Iain Tucker, 01793 463605, itucker@swindon.gov.uk

Work Programme 2016/17

Resources and Corporate Overview & Scrutiny Committee

Date: 13 June 2016

1.6 Members are reminded that the work programme must also take into account:

- The workload of the Committee and of individual members
- The capacity of officers to support a review
- The resource implications of carrying out a review
- The timescales for a review

1.6 The Resources and Corporate Overview and Scrutiny Committee is encouraged to be mindful of its role and remit when considering a work programme for the 2016/17 Municipal Year.

2. Recommendations

The Committee is recommended to:

Consider and discuss items to be included in the Work Programme for the 2016/17 municipal year.

3. Detail

3.1 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.

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.

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.

Work Programme 2016/17

Resources and Corporate

Overview & Scrutiny Committee

Date: 13 June 2016

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.

Links to One Swindon, Plans and Policies

- 5.4 The remit of the Committee includes the review, scrutiny and development of policy recommendations and the monitoring performance of corporate priorities including One Swindon.

Diversity Impact Assessment

- 5.5 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.

Risk Management

- 5.6 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 None.

7. Background Papers

- 7.1 None.

8. Appendices

- 8.1 Appendix 1 – Draft Work Programme for 2016/17.

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Resources and Corporate Work Programme 2016-2017

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13th June 2016	
Item	Objectives
Work programme discussion	To set the work programme for the forthcoming municipal year

26th September 2016	
Item	Objectives

28th November 2016	
Item	Objectives

30th January 2017	
Item	Objectives

13th March 2017	
Item	Objectives