

Swindon Borough Council

Resources and Corporate Overview and Scrutiny Committee

Monday, 11 June 2018

Committee Room 6, Civic Offices

At 6.00 p.m.

Conservative Councillors

Brian Mattock (Chair)
Claire Ellis
Mary Friend
Timothy Swinyard
Steve Weisinger

Labour Councillors

Steve Allsopp
Des Moffatt
Robert Wright

LibDem Councillors

Andy Spry

Committee Officer: Iain Tucker, Committee Officer (01793) 463605
itucker@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.

AGENDA

1. Apologies for Absence

2. Appointment of Vice Chair

3. 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.

4. Minutes (Pages 3 - 4)

To receive the minutes of the meeting held on 12th March 2018

5. 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.

6. Work Programme 2018/19 (Pages 5 - 10)

7. The Swindon Programme

Date of Despatch: 31 May 2018

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.
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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

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RESOURCES AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

MONDAY, 12 MARCH 2018

PRESENT:- Councillors Tim Swinyard (Chair), Des Moffatt, Caryl Sydney-Smith, Steve Weisinger and Robert Wright

Apologies for absence were received from Councillors Steve Allsopp, John Haines and Vera Tomlinson.

23. Declarations of Interest

The Chair reminded Members to declare any known interests in any of the matters to be considered by the Committee.
No such declarations were made.

24. Minutes

Resolved – That the minutes of the meeting held on 18th January 2018 be confirmed and signed.

25. Public Question Time

There were no public questions.

26. Customer Access Strategy

The Committee was invited to consider the Council's draft Customer Access Strategy 2018-2021, outlining how and why the Council is transforming the way it interacts with its customers and the Council's ambition for the quality and experience it wants its customers to have. The Strategy explains how the Council will ensure that every customer is able to transact and communicate with it regardless of their confidence, capability and access to newer forms of communication and service delivery.

The Council's Director of Performance, Organisational Improvement and Communications introduced the strategy document, outlining how it would use a range of data, customer feedback data, transaction volume data and national trends to deliver services which are accessible, convenient, cost effective, reliable, simple to use and which are "right first time". It was noted that the implementation of the strategy will take a number of years and members were advised that the initial focus was to make the case for change in order that work can then be done with Council services and residents to improve the customer service on offer.

The Director explained the main drivers of the Customer Access Strategy being:

- Services will be "Digital by Design" where possible – with greater use of electronic and social media to report service issues and communicate with residents.
- All customers have fair and equal access to services and greater control over how they receive and access those services – there will be increased access

to self-service, mainly through the use of the web, but including making use of community facilities and support with a choice of services available at times and locations to suit the customer.

- Customer needs to be resolved at the first point of contact – via trained staff who are enabled to make decisions in order to ensure problems are fixed.
- Customer feedback drives service improvement and policy and procedure changes – via feedback from customers.
- Customer requirements will be fulfilled in the most cost effective way possible.

Resolved – That members of the Committee provide the Director of Performance, Organisational Improvement and Communications with feedback on the Customer Access Strategy following the meeting.

27. Welfare Reform & Social Inclusion

The Head of Revenues and Benefits and the Social Inclusion and Enterprise Manager submitted a joint report providing the Committee with an update on Welfare Reform and how the Council is supporting Swindon residents through the changes to welfare benefits and on the assistance provided by Social Inclusion. The report summarised the support available currently to those residents of the borough impacted by changes brought in under the Welfare Reform Act 2012 including under-occupancy Housing Benefit reduction, Council Tax Benefit changes, the Benefit Cap and Universal Credits.

It was noted that Adult Social Care were providing support for people with mental health disorder problems who were affected by the reform changes.

Resolved – (1) That the report be noted.

(2) That the Head of Revenues and Benefits and the Social Inclusion and Enterprise Manager be thanked for a useful and informative report.

28. Progress towards the Council's Vision, Priorities and Pledges

The Director of Performance, Organisational Improvement and Communications submitted a report giving details of the progress being made towards the achievement of the Council's Vision, Priorities and Pledges.

It was noted that, progress in relation to the Council's Vision can be inspected on the Council website, with each goal being tracked and rated as being 'On Track, Achieved Goal, Measuring or Needs Improvement'. Performance is also published on the Corporate Scorecard which is available for Members and Senior Officers. It was noted that progress is recorded quarterly with additional performance data and a narrative provided on progress made or challenges faced.

Resolved – (1) That the report be noted.

(2) That Officers consider splitting pledge 23 "Secure a sustainable future for the Mechanics Institute. Support the redevelopment of the Corn Exchange." into 2 separate pledges for (a) the Mechanics Institute and (b) the Corn Exchange.

Work Programme 2018/19

Resources and Corporate Services

Overview & Scrutiny Committee

Date: 11th June 2018

Author: Director of Law & Democratic Services

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 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 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.
 - 1.5 In the 2017/18 Municipal Year the Resources and Corporate Overview and Scrutiny Committee considered reports on the following topics:
 - Tour of Information Technology Business Support and Customer Services
 - The Swindon Programme
 - The Digitisation Agenda
 - The Swindon Programme – Organisational Excellence workstream
 - Communications – one year on

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

Work Programme 2018/19

Resources and Corporate Services

Overview & Scrutiny Committee

Date: 11th June 2018

- Wichelstowe
- Digital Access Strategy
- Modernising Customer Services
- Customer Access Strategy
- Welfare and Social Inclusion
- Progress towards the Council's Visions, Priorities and Pledges

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 2018/19 Municipal Year.

2. Recommendations

The Committee is recommended to:

Consider and discuss items to be included in the Work Programme for the 2018/19 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.

Work Programme 2018/19

Resources and Corporate Services

Overview & Scrutiny Committee

Date: 11th June 2018

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.

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 Topics for 2018/19.

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

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Draft Work Programme for the Resources and Corporate Services Overview and Scrutiny Committee for 2018/19

2nd October 2018

- Swindon Programme
- Digital Strategy
- Consultation/Engagement Strategy

26th November 2018

- Swindon Programme
- Council owned estates
- Capital Strategy
- Pay/Leadership/Staff

16th January 2019

- Swindon Programme
- Fair Funding Review
- Business Rates Retention

4th March 2019

- Swindon Programme
- Progress towards the Council's Visions, Priorities and Pledges

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