

Swindon Borough Council

Resources and Corporate Overview and Scrutiny Committee

Monday, 18 September 2017

Committee Room 1, Civic Offices

At 6.00 p.m.

Conservative Councillors

John Haines
Timothy Swinyard (Chair)
Caryl Sydney-Smith
Vera Tomlinson
Steve Weisinger

Labour Councillors

Steve Allsopp
Des Moffatt
Robert Wright

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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

PLEASE NOTE THAT THIS MEETING OF THE RESOURCES AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE WILL COMMENCE WITH A SHORT TOUR OF THE COUNCIL'S BUSINESS SUPPORT AND CUSTOMER SERVICES FACILITIES. THE ITINERARY FOR THIS TOUR IS SET OUT BELOW

6.00pm meet (Committee Room 1)
6.05pm visit to IT (WTE Ground Floor)
6.10pm visit to Business Support (WTE First Floor)
6.20pm tour of Customer Services (WTW Ground Floor)
6.30pm The meeting will resume in Committee Room 1

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 5 - 6)

To receive the minutes of the meeting held on 12th June 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. Reflections on the Tour

An opportunity for Members to discuss any issues arising from the tour of Corporate Services

6. The Swindon Programme (An oral presentation by the Chief Information Officer)

7. The Digitisation Agenda (report to follow)

- a. Going Paperless
- b. IT Modernisation process
- c. Customer experience

Date of Despatch: 07 September 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://www5.swindon.gov.uk/moderngov/ecCatDisplay.aspx?sched=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, 12 JUNE 2017

PRESENT:- Councillors Steve Allsopp, Timothy Swinyard (Chair), Caryl Sydney-Smith, Vera Tomlinson, Steve Weisinger and Robert Wright

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1. Appointment of Vice-Chair

Resolved – That Councillor Weisinger be Vice-Chair of this Committee for the Municipal Year 2017/18

2. Declarations of Interest

There were no declarations of interest

3. Minutes

Resolved – That the minutes of the meeting held on 13th March 2017 be confirmed and signed.

4. Public Question Time

There were no public questions

5. Work Programme 2017/18

The Committee considered its Work Programme for the Year 2017/18.

During the discussion of the Work Programme the following comments were made:

- The Council needed to ensure that there was good communications for those, including Councillors, who cannot “go paperless” and that the Council was not just promoting going paperless for economic reasons.
- During the discussion on going paperless, Councillor Tomlinson requested that, in future, she receive a paper copy of her pay slip.
- The Council needed to ensure that those members of the public with low levels of literacy are included in the digitisation agenda and also to ensure (a) that there is simplification, not duplication and (b) that the underlying platform is robust.
- The possibility of Councillors receiving digital copies of Committee agendas
- The Council should consider a “recalibrated” consultation process with members of the public and stakeholder engagement where a consultation is held before the Cabinet makes a decision on any given item.

Resolved – That the following items be agreed for inclusion in the Committee’s Work Programme for 2017/18 and that the Corporate Director, Resources and Transformation be authorised to schedule them accordingly:-

1. The Transformation Programme – how its running including (a) the Council operating commercially for example, The Housing Company and (b) the Medium Term Financial Plan

2. The Digitisation Agenda
 - Going Paperless
 - IT modernisation process
 - Customer experience
3. Complaints and insights from customers – the customer journey
4. Using buildings more intelligently
 - Public use
 - Office accommodation
5. Wichelstowe
 - Resourcing implications for the Borough in progressing the development of Wichelstowe
6. Business Rates (in 2018)
 - Welfare Reform
 - Social Inclusion
7. Review of Corporate Priorities