

Appendix 2

Comments from Overview and Scrutiny Organisation and Resources Select Committee meeting 25 March 2010

Over-arching topics	Reference	Comments
<p>Political priorities Local political mandates Councillor priorities - what do these mean?</p>	Covering report	Cllr Jane Scott responded to this issue at the Select Committee meeting. These references in the covering report state that the plan takes into account the political aspirations and perspectives of the administration.
<p>Departmental Delivery Plans (in place by end of May) New Business Plan (prepared in next 6 months)</p> <ul style="list-style-type: none"> - Explain a little more particularly the relationship to each other? - Will be vital to provide the detail and evidence for scrutiny to “measure performance against the outcomes” 	Covering report	This is work in progress. More detail will be provided in the covering report to Full Council in May.
<p>The Key outcomes against the 9 priorities should be cross-referenced with the LAW and LAA targets and CAA comments where relevant in pages 68-78 (this will then show what are new Corporate Plan only targets)</p> <p>Baseline figures required for key outcome targets where relevant</p> <p>Reviewed and refreshed each year – surely progress against priority targets will be more regular (ie. LAA ones are quarterly at present)?</p>	Covering report	<p>This had already been done but it needed updating to reflect the latest changes to the Corporate Plan. This has now been completed and is attached for information at Appendix 3.</p> <p>Baseline figures already exist for the majority of the outcomes. However, for a small number baseline figures will need to be confirmed and this work will be undertaken shortly in the departmental delivery plans.</p> <p>This reference refers to the plan as a whole which will be subject to annual review and updating as required. However, more detailed and regular monitoring of the progress against the outcomes will occur, and</p>

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		this will form a part of the normal performance management process of the council.
<p>Chief Executive - “Best local authority in the UK” -how long and how judged (and at what cost)?</p> <p>Also seems to contradict lower ambitions elsewhere ie. “achieve service standards well above the national average” “75% of services top two performance quartiles by 2013-14” “be one of the best 25% for housing management”</p>	Corporate Plan introduction section by Andrew Kerr	Andrew Kerr responded to this question at the Select Committee meeting. Being the best local authority does not mean we have to be the best at everything. Instead it means we will focus our business and direct resources to priorities, be efficient and achieve good value for money, work effectively in partnership, and give local influence to people. The key measure of success will be the overall council satisfaction rating measured in Place Survey and through the CAA and other inspections.
Priorities (key outcomes)		
Need to explain how the top 20 services for redesign are to be selected?	Corporate Plan priority focus on customers and access to services	Carlton Brand responded to this question at the Select Committee meeting. The top 20 council services will be selected based on analysis of the volume of customer contacts for each service through the web (SOCITIM info) and telephone system (LAGAN info). Contacts which skew service-demand figures e.g. routine job searches, are filtered out leaving an accurate assessment of the top 20 services most requested.
<p>Local, open honest decision making – is a goal <u>and</u> a priority?</p> <p>Area Boards funding and influence – so how much (by 2014) and how will increased influence be measured?</p>	Corporate Plan vision and priority local, open honest decision making	<p>Yes, this is correct and has been subject to previous Cabinet consideration. It recognises the importance of the localism agenda for the council and the fact that it formed a key part of the LGR bid to become a unitary council.</p> <p>Cabinet at its last meeting on 23 March reviewed the progress being made on area boards. It was reported considerable progress had been made and a series of recommendations were adopted to refine and build on the experience gained responding to community needs and</p>

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		<p>aspirations. The funding and influence of area boards were considered as part of this early review and are likely to be considered again in future reviews.</p>
<p>Key Stage 2 target of 80% by 2011 – where will that place us against the national picture (especially if we want to be the best)?</p> <p>“Ensure that bullying is reduced below the national average” – so what level is it at now?</p> <p>“Reductions in anti-social behaviour” – so what is the target?</p>	<p>Corporate Plan priority young people</p>	<p>Key Stage 2 results for 2009, Wiltshire 71%, England average 72%, comparable local authorities average 72.4%. The top quartile is 75%-86%.</p> <p>Bullying is measured by an annual national Tellus survey. The % of children experiencing bullying in the past year - Wiltshire 29.7%, England average 28.8%, top quartile 26% or less. These figures need to be used with some caution as it is a new indicator and is based on a small sample.</p> <p>This outcome focuses on opportunities for young people to access a range of events and activities. It is intended that this will lead to many positive benefits in relation to their health and wellbeing, future aspirations etc. A reduction in anti-social behaviour may also occur as an additional benefit for the community. However, it is not the primary focus of this outcome, and as such no specific targets are included in the plan.</p>
<p>“Wiltshire has not been adversely affected by the recent recession” – how confident are we about that statement?</p> <p>The impact of the current economic situation should be given a higher profile generally</p>	<p>Corporate Plan priority local economy</p>	<p>The text makes it clear that in comparison to many other areas Wiltshire as a whole has been able to avoid the worst effects of the recession. For example, unemployment rates for Wiltshire have been consistently below that for England and Wales and the South West (In Feb 2010 Wiltshire unemployment rate was 2.7% compared to England and Wales 4.3% and the South West 3.1%).</p> <p>The point is accepted and an additional reference to the current economic situation has been made in the opening introduction by councillor Jane Scott. However, it is important to recognise that this is a forward looking plan covering the next four years. Whilst the current economic situation is important it should be put in context, particularly when there are signs that</p>

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<p>“Council has a leading role to play in.....regenerating our towns” – Even with Council support the Waterside Project in Trowbridge has not materialised so how influential can we really be?</p>		<p>the economy is recovering.</p> <p>It is generally accepted the council does have an important role to play in helping to support the local economy. This can include ensuring we have the right housing, planning, and land packages in place to grasp opportunities as they arise. But it is also accepted that to do this effectively and proactively we need to further enhance our economic development service.</p>
<p>Will the harmonisation of Council housing potentially have implications on the future targets set for the service?</p>	<p>Corporate Plan priority housing needs</p>	<p>The landlord services inspection has been completed and a draft report has been received. Once this is formally published the council will respond to the issues highlighted and will be implementing an improvement plan. This may impact on future targets set.</p>
<p>Need <u>current</u> benchmark and performance for road cleanliness.</p>	<p>Corporate Plan priority roads and road safety</p>	<p>Against national benchmarks of 89% for litter and 79% for detritus, our confirmed performance levels for 2009/10 were 95% and 82% respectively. Such an achievement is a great testament to all staff working in this service area in the first year of the new council. With such high levels of performance, achieving improvements becomes increasingly difficult and success with the targets in the Corporate Plan will therefore be a real challenge.</p>
<p>Do the figures quoted for future landfill reductions assume a particular outcome of local consultation/new govt policy on waste collection?</p>	<p>Corporate Plan priority environ impact</p>	<p>The main requirements for achieving the landfill reduction target are the diversion of waste to the Energy From Waste Incinerator at Lakeside via our existing contract (waste diversion commenced June 2009), and the proposed diversion of waste via a new contract for a Mechanical Biological Treatment (MBT) Plant at Westbury. Cabinet have recently approved in principle the completion of this contract, subject to satisfactory final contract negotiations. Waste Collection policy will influence the quantity of material recycled from the waste stream and the quantity of residual waste requiring disposal. Collection policy will</p>

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		therefore have an influence on our ability to achieve the landfill reduction target but is not likely to be the main determinant.
What are the risks and implications associated with assumptions on the value of future asset disposals?	Corporate Plan priority savings, efficiency, value for money	<p>At this time, this is assessed as low risk as it reflects current market pricing. In relation to various property related work occurring within the life of the corporate plan it is likely that the figures quoted will be exceeded in relation to assets that are available for disposal. But there are three major risk areas, within this overall assessment:</p> <ol style="list-style-type: none"> 1) The risk is that the market for our assets may not be sufficiently developed over the Corporate Plan period. It relies, not only a willing seller, but a willing buyer across the range of assets identified for disposal. However, a disposal strategy that is designed to specifically address this will be produced. 2) The council may decide to focus on community asset transfer instead of capital receipt for the properties identified for disposal 3) That a site may not achieve planning consent for development due to local pressures for alternative uses.