

# AGENDA SUPPLEMENT (1)

---

**Meeting:** Overview and Scrutiny Management Committee  
**Place:** Kennet Room - County Hall, Trowbridge BA14 8JN  
**Date:** Tuesday 5 July 2016  
**Time:** 10.30 am

---

**The Agenda for the above meeting was published on 27 June 2016. Additional documents are now available and are attached to this Agenda Supplement.**

Please direct any enquiries on this Agenda to Kieran Elliott (Senior Democratic Services Officer), of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line (01225) 718504 or email [kieran.elliott@wiltshire.gov.uk](mailto:kieran.elliott@wiltshire.gov.uk)

Press enquiries to Communications on direct lines (01225)713114/713115.

This Agenda and all the documents referred to within it are available on the Council's website at [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk)

---

9 **MyWiltshire System (Pages 3 - 4)**

Proposed Terms of Reference for the MyWiltshire System Task Group

This page is intentionally left blank

**Wiltshire Council**

**Overview and Scrutiny Management Committee**

**5 July 2016**

---

## **MyWiltshire System**

### Proposed Terms of Reference

To consider and contribute to the development of the My Wiltshire system, focusing on the following themes:

- 1) **Customer experience.**
  - Including awareness by Cllrs and the public.
  - Access and usability.
  - Feedback loops in conjunction with service areas.
- 2) **System scope.**
  - Including the issues being reported.
  - Service Areas covered.
  - Future areas being reported.
- 3) **Development and resourcing.**
  - Current system development.
  - Future requirements.
  - Procure or build a replacement.
- 4) **Councillor interface.**
  - To keep Cllr's informed about reporting.
  - To keep Cllr's informed about platform governance.

This page is intentionally left blank