

Appendix A – OS Key activity and achievements 2017-21

Children's Select Committee – Key activity and achievements 2017-21			
Activity	Date	Brief Explanation	Outcome
Task Groups:			
Child and Adolescent Mental Health Services (CAMHS) task group (joint with Health Select Committee)	November 2017 – ongoing	<p>Highlighted lessons learned from the previous primary and specialist CAMHS model and quality assured the new governance arrangements.</p> <p>It is planned for the task group to carry on its work in the new council.</p>	12 recommendations focusing on enhancing the experience for children and young people, including “early intervention”, continuity of care, and clarifying the self-referral process.
SEND School Provision task group	September 2018 - ongoing	The task group was originally established to look at the plans for the future provision of SEND schools and school places in Wiltshire, then evolved to consider the future provision of SEND education for Wiltshire’s children and young people, for which it undertook a detailed review of evidence and visited all 6 special schools across the region, working with SEND schools and the Wiltshire Parent Carer Council.	11 recommendations relating to the potential future provision of SEND education in Wiltshire 16 recommendations on the proposed restructuring of the Wiltshire’s special schools
Traded Services for Schools and Outdoor Education task group	February 2018 – March 2020	Established, following two rapid scrutiny exercises, to review the proposed developments for traded services to schools and to review and comment on the Cabinet report regarding the proposals for the future of outdoor education in Wiltshire.	5 recommendations were implemented as the task group carried out its work on Traded Services. The task group made a further 7 recommendations to ensure that traded services

Appendix A – OS Key activity and achievements 2017-21

Children's Select Committee – Key activity and achievements 2017-21			
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		<p>The task group then evolved to include scrutiny of the Council's advertising of the two outdoor education sites as well subsequent decision-making process regarding expressions of interest (bids).</p> <p>Examined the potential impacts of closing the Braeside and Oxenwood educational centres, with both facilities now continuing to provide valuable outdoor learning opportunities for young people.</p>	<p>for school was successful and flexibly met customers' needs. The task group's key findings and recommendations were presented to two Cabinet meetings with regards to Outdoor Education and formed part of the decision-making process.</p>
Youth Transport task group	May 2019 – March 2020	Established to investigate the current range of public transportation options available to young people in Wiltshire, and to identify any unmet needs, gaps in service provision, and potential areas of improvement.	Produced recommendations with a focus on the improvement of Wiltshire's public transport services for young people.
Rapid Scrutiny Exercises:			
Care leavers Local Offer	23 January and 27 April 2018	Helped to define the priorities in the council's new Local Offer for care leavers.	5 recommendations including prioritisation of funding, increase in grant (to align with surrounding areas) and reallocation of funding.

Appendix A – OS Key activity and achievements 2017-21

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Youth democracy	June 2018 - ongoing	Appointed two new young Wiltshire residents as Youth Representatives on the committee to provide young people's voice in its debates.	To embed the voice of Young People in the work of the committee.
Children's Centre Consultation Rapid Scrutiny Exercise	15 April 2019	<p>Established to consider the results of the consultation, the proposed closures and the plans for alternative venues for Children's Centres. Scrutinised proposals to transfer services from dedicated buildings to community settings.</p> <p>Made successful recommendations for improvement, including clarifying the rationale for the proposals and the alternative provision in place, to ensure current service levels are maintained and vulnerable groups continue to access support services.</p>	The 6 recommendations from the rapid scrutiny exercise were presented to Cabinet ahead of a decision being made and later all accepted by the relevant Cabinet Member.
Select Committee agenda items:			
Corporate Parenting Panel	Annual reports	To consistently review the annual reports to ensure that the information presented can be scrutinised and adequately reflects the work undertaken by the panel.	Ensured that key figures and data sets are included to present a comprehensive overview of the current situation in Wiltshire with regards to children in care.

Appendix A – OS Key activity and achievements 2017-21

Children's Select Committee – Key activity and achievements 2017-21			
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Childcare Sufficiency	Annual report	Continuously monitoring the council's work to meet the requirement to make available sufficient childcare in the local area, which is a statutory duty placed on the Local Authority.	Helped to ensure sufficient childcare is available in Wiltshire for working parents and parents who were studying or training for employment.
Safeguarding (performance monitoring)	19 January 2021	Considered how the council assesses the robustness and efficiency of its safeguarding processes.	Recommended two further scrutiny exercises; one to develop data sets and one to review the effectiveness of the FACT (Families and Children Transformation) programme.
Looked After Children (LAC)	2019-20	Recommended that improvements to supporting children in care were more clearly defined and were supported by appropriate metrics.	

Appendix A – OS Key activity and achievements 2017-21

Environment Select Committee – Key activity and achievements 2017-21			
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Task Groups:			
Highways and Street Scene	June 2016 – Nov 2017	Established to focus on the implementation of the new highways contract, including the proposed KPI's, performance framework, and monitoring.	Recommended, <ul style="list-style-type: none"> • implement on-going scrutiny of the Annual National Highways and Transport Network Survey Report; • develop the public satisfaction survey; • improve co-ordination of road works with relevant bodies.
Waste Contract	Feb 2018 – Jan 2019	Established to provide scrutiny and support for policies and programmes to increase recycling rates and reduce litter through the council's waste contracts (post-2017).	Recommended, <ul style="list-style-type: none"> • better communications about good recycling and disposal practices; • greater use of fixed penalty notices (FPN) and easier reporting of fly-tipping.
Late Night Taxi Fares	June 2018 – Jan 2019	Established to review the schedule of late-night tariffs for Hackney Carriages as adopted by the Licensing Committee in 2014.	Recommended, <ul style="list-style-type: none"> • a review of Wiltshire's late-night tariffs to support the county's late-night economy; • an increase in the number of licensed vehicles with disabled access;

Appendix A – OS Key activity and achievements 2017-21

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Activity	Date	Brief Explanation	Outcome
			<ul style="list-style-type: none"> • further safeguarding training for drivers.
Homelessness Strategy	Dec 2018 – Sep 2019	Established to add value to the development and shaping of the council's homelessness policies, through the work around the council's Homelessness Strategy. Particularly focusing upon how the council could take preventative measures to reduce homelessness.	Recommended, <ul style="list-style-type: none"> • early intervention by agencies to prevent homelessness; • emergency accommodation and the Rough Sleeper Outreach Team be prioritised; • improve information regarding homelessness on the council website.
Housing Aids & Adaptations	Sep 2019 – March 2021	Established to review the council's, and its partners', approaches to meeting the requirements of households who live in a home adapted to meet their needs.	Recommended, <ul style="list-style-type: none"> • an adaptable affordable homes policy; to improve the Disabled Facilities Grant (DFG) process; • a reduction in the number of delayed transfer of care; • improved access to affordable housing for disabled people.
Global Warming & Climate Emergency	June 2019 – to date	Established to make recommendations to achieve the council's target of a carbon neutral Wiltshire by 2030.	Detailed recommendations were set out in two reports covering energy, transport, air quality and planning.

Appendix A – OS Key activity and achievements 2017-21

Environment Select Committee – Key activity and achievements 2017-21			
Activity	Date	Brief Explanation	Outcome
Rapid Scrutiny exercises:			
Re-Commissioning of Housing Services Support Contract	June 2017	Established to discuss the approach when procuring new services and to help shape the outcomes required and the substance of what to commission.	Recommended, <ul style="list-style-type: none"> • implement a system of monitoring and management of housing support contracts; • investigate incentives to move people on from Housing Support Services; to reduce the amount of temporary accommodation; • re-commission domestic abuse services.
Plastic Waste for Roads	June 2018	Established to look at the feasibility of using waste plastics in road repair, resurfacing, and road building programmes.	Recommended, <ul style="list-style-type: none"> • small-scale tests, using recyclable material on roads; • monitoring the development and application of other such initiatives in the UK.
Select Committee agenda items:			
Household Waste Management Strategy	Sep 2017 and further updates	Received updates on work undertaken, service performance	Updates gave assurance on the progress of the Waste

Appendix A – OS Key activity and achievements 2017-21

Environment Select Committee – Key activity and achievements 2017-21			
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		and progress of the action plan.	Management Strategy
Housing Board	Sep 2017 and further updates	Received updates on governance, work undertaken, current work and future developments.	Updates gave assurance on progress and performance management.
Highways Annual Review of Service	Nov 2017 and further updates	Received updates on work undertaken, current work and future developments.	Updates gave assurance on progress and performance management.
Local Transport Plan – Car Parking Strategy	Jan 2018	Received draft strategy options following a consultation process.	Supported cashless parking and recommended that resident parking zones be considered in the strategy.
Travellers Reference Group	Sep 2018 to date	Received updates on progress from the Reference Group and on the Traveller Strategy	Gave assurance on progress with the implementation of the Travellers' Strategy.
LED Lighting	Nov 2018	Report on proposal to replace current streetlighting with LED units.	Proposed dimming lights late at night and extending the scheme to other council owned areas e.g. car parks.
Salisbury Recovery Operation	Jan 2019	Presentation on economic impacts and recovery following Novichok nerve agent attack (March 2018)	Gave assurance on progress of the recovery programme.
Air Quality Strategy	April 2019	Report on the draft strategy to improve air quality in Wiltshire.	Raised challenge of improving air quality and the link between air quality and traffic congestion. Council should lobby Government for further legislation.
COVID-19 update	March 2021 to date	Received updates as to the	Raised issues with on-going

Appendix A – OS Key activity and achievements 2017-21

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		council's COVID-19 response including areas within the remit of the committee	support for businesses, creating safe spaces and supporting the homeless.

Appendix A – OS Key activity and achievements 2017-21

Health Select Committee – Key activity and achievements 2017-21			
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Task Groups:			
Children’s and Adolescent Mental Health Services (joint with Children’s Select Committee)	2018-21	Formed to look at the recommissioning of the Child and Adolescent Mental Health Service and in response to rising demand for mental health services.	Produced two reports recommending that, <ul style="list-style-type: none"> • The mental health of children and young people be considered holistically, including in schools. • Measures be put in place to use prevention to avoid young people reaching crisis point. • A well-promoted screening tool to be made available to those seeking self-referral. • Data reporting for CAHMS be improved. • Greater clarity be provided on the roles, responsibilities and accountability of each agency involved in the delivery of CAMHS.
Rapid Scrutiny exercises:			
NHS Health Checks	2018-19	Formed to:	Recommended a number of ways to increase the take-up

Appendix A – OS Key activity and achievements 2017-21

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Activity	Date	Brief Explanation	Outcome
		<ul style="list-style-type: none"> a) Determine how data could be used to analyse the costs of non-attendance and inform focused promotion of Health Checks. b) Review the provision and “advertising” of Health Checks by GPs / surgeries. c) Analyse comparative outcome for attendees / non-attendees. 	of NHS Health Checks, particularly amongst “harder to reach” groups.
Maternity Transformation Plan (joint with Bath & North East Somerset Council)	December 2018	Formed to undertake a joint rapid scrutiny of the proposal for public consultation on a transformation of maternity services.	Ensured the public consultation on changes to maternity services would inform residents and enable them to give their views before any changes were made.
Extension of Intermediate Care Bed Service contracts for 2019-2020	November / December 2018	Formed at the request of the Cabinet to review proposals before a decision was made.	Recommended consideration be given to clauses in the contract(s) to mitigate the risk of long-term bed void rates. Assured proposals regarding the extension of the Intermediate Care bed service

Appendix A – OS Key activity and achievements 2017-21

Health Select Committee – Key activity and achievements 2017-21			
Activity	Date	Brief Explanation	Outcome
			Contracts.
Contracts for Supported Living, Floating Support and Supported Housing	December 2018	Formed at the request of the Cabinet to review the proposed extension of contracts before a decision was made.	Requested that feedback from providers and service users form part of the ongoing contract scrutiny.
Programme Board memberships			
Adult Social Care Transformation Programme Board	2017-2018	The Board was formed to oversee the programme and an OS representative was invited to sit with observer status on the Board.	Provided ongoing non-executive engagement.
Select Committee agenda items:			
Customer Engagement with adult care	2017-2018	Set out the council's current contract and funding arrangements with User Led Organisations and Healthwatch Wiltshire.	Assured the arrangements in place to engage with customers on the adult care services they receive.
Places of Safety	2017-2018	Considered risks around capacity for out of hours service and how these would be monitored, plus feedback regarding the impact of the temporary closure on the populations of Swindon and Wiltshire.	Ensured that a workable solution was found by Wiltshire Council and Swindon Clinical Commissioning Group regarding the Place of Safety and Section 136 assessments for Swindon patients in

Appendix A – OS Key activity and achievements 2017-21

Health Select Committee – Key activity and achievements 2017-21			
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			Wiltshire.
Adult care charging policy	2017-2018		Ensured, by highlighting issues, that more time was allowed for further discussion with the user-led organisations to address these issues.
Ambulance services	2017	Reviewed data regarding the ambulance service's activity and performance in Wiltshire.	Reviewed the challenging response targets in rural areas; how calls are prioritised; the support to the service provided to the service; how demand patterns have changed; and issues facing the recruitment to some rolls such as call-handlers.
Carers support	2017	Considered the draft Carers in Wiltshire Joint Strategy 2017-22 prior to its consideration by Cabinet.	Recommended a baseline figure for measuring schools be included in the strategy.
Non-Emergency Patient Transport	2017	Received a report providing an update on: <ul style="list-style-type: none"> • Contract activity and performance • Contract term 	Raised a number of issues regarding eligibility criteria.

Appendix A – OS Key activity and achievements 2017-21

Health Select Committee – Key activity and achievements 2017-21			
Activity	Date	Brief Explanation	Outcome
		<ul style="list-style-type: none"> • Service developments • Patient Feedback • External inspections (CQC) • The way ahead 	
Avon & Wiltshire Mental Health Partnership Trust	2018	Considered performance data regarding acute mental health services for adults in the county.	Identified concerns regarding the temporary closure of places of safety (covered above).
Food Standards	2019	Received a report on the Food Standards Agency (FSA) responsible for protecting public health and consumers.	Supported the approach outlined to address some food standard enforcement concerns raised by the FSA.
Wiltshire Safeguarding Adult Board	2017-20	Received the outcome of safeguarding adults reviews and other work undertaken by the board.	Requested that the Multi Agency Safeguarding Hub (MASH) be promoted to Area Boards to raise awareness of safeguarding referral routes.
Scrutiny of local acute trusts	2017-20		Enhancing working relationships with the NHS trusts that serve Wiltshire and monitored the delivery of their priorities.
COVID-19	2020-21	Received regular updates on the	Ensured that issues emerging

Appendix A – OS Key activity and achievements 2017-21

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		council and CCG's response to the pandemic.	from communities were addressed and that the vulnerable were supported.
Nursing and residential care procurement	2021	Reviewed the proposed introduction of a dynamic commissioning and procurement platform for nursing and residential beds in Wiltshire, known as the 'Care Home Alliance'.	Ensured sufficient and appropriate provision of nursing and residential beds.
Commissioning Extra Care Housing Services	2021	Considered recommendations for four Extra Care Housing (ECH) sites supported financially by Wiltshire Council.	Ensured that the needs of residents were met and value for money for the council secured.

Appendix A – OS Key activity and achievements 2017-21

OS Management Committee – Key activity and achievements 2017-21			
Activity	Date	Brief Explanation	Outcome
Task Groups:			
Financial Planning Task Group	2017-21	<p>A combination of task group and committee-level scrutiny, covering:</p> <ul style="list-style-type: none"> • Monitoring of revenue and capital budgets • Review of draft financial plans and opposition group amendments, with findings reported to Full Council 	Monitored spend throughout the year focusing on key pressure areas; supported the process of setting the budget including considering options and alternative proposals; supported evaluation of the risks and opportunities.
Swindon and Wiltshire Local Enterprise Partnership (LEP) Task Group / Panel	2017-21	Initially, a dedicated task group set up to monitor how LEP funding is used to support infrastructure projects in Wiltshire. Subsequently, an income-generating external scrutiny panel, including representation from both elected members and local business.	Introduced a pioneering joint arrangement with Swindon Borough Council to scrutinise the operation of the LEP.
Digital Strategy and Implementation Task Group	2018-2020	<p>A task group formed to:</p> <ol style="list-style-type: none"> a) Explore learning from other councils on how to use Microsoft solutions b) Review alignment between council ICT projects 	Reviewed various digital programmes, including Microsoft Navigator, Microsoft Value Added Initiative ICT Strategy and the Highways Infrastructure Asset Management System (HIAMS).

Appendix A – OS Key activity and achievements 2017-21

		<ul style="list-style-type: none"> c) Audit existing software and highlight duplication d) Review interface between service users/residents and the council and its digital systems. 	
Planning Committee System Task Group	March 2018	<p>A task group formed to review how much the council's development control processes met the needs of Wiltshire's residents and communities;</p> <p>Investigate whether its planning committee structure was best suited to delivering an efficient, effective and sustainable service;</p> <p>Suggest recommendations for improvement of the planning committee system.</p>	<p>While noting the levels of satisfaction from users of the planning service, recommended that: Options be explored regarding:</p> <ul style="list-style-type: none"> a) Further increasing the speed of the process b) Increasing the speed of the pre-application process c) Increasing the amount of application-specific advice provided to applicants d) Greater direct discussions between planning officers and applicants. <p>Considering the impact on local democracy and accountability before reducing the council's area planning committee;</p> <p>Implementation of a consistent approach to public participation at planning committee meetings;</p> <p>Reviewing the process for Rights of Way and Village Green applications.</p>
Third Party Advertising Policy Task Group	March 2018	A task group formed to support the development of the council's Advertising Policy, by considering,	Recommended that the council:

Appendix A – OS Key activity and achievements 2017-21

		<ul style="list-style-type: none"> • Legal and commercial issues • The ethos, values and reputation of the council • Supporting local businesses and economic development • Opportunities for income generation. 	<p>Begins generating revenue income through the provision of third party advertising opportunities;</p> <p>Adopts the proposed Advertising Policy in order to guide the council's choice of advertisers and adverts;</p> <p>Reviews its Advertising Policy regularly to ensure lessons are learned from its application in practice and that the council's core purpose, values and reputation are protected;</p> <p>Wiltshire's specific characteristics be considered when selecting the key advertising opportunities to pursue and assessing their income potential;</p> <p>To take all opportunities to collaborate and learn from other local authorities in developing the council's advertising function.</p>
Wiltshire Online Project Update	2017-20	At the invitation of the Executive, sat as an observer on the Wiltshire Online Programme Board to provide ongoing scrutiny of its work.	Provided resource efficient, ongoing scrutiny engagement on the roll-out of high-speed broadband across Wiltshire.
Final Report of the Public Consultations Task Group	Sep 2019	<p>A task group formed to investigate:</p> <p>a) The quantity and scope of council consultations and the level of response;</p> <p>b) How the council determines when, and when not, to consult</p>	<p>Recommended that the council:</p> <p>Ensures it is consistent in its approach to public consultations;</p> <p>Ensures it has the necessary expertise and skills to manage public consultations:</p>

Appendix A – OS Key activity and achievements 2017-21

		<p>the public on proposals or potential service changes</p> <p>c) How the council determines the best design and format for each consultation;</p> <p>d) The public’s perception and experience of council consultations.</p>	<p>Rolls out corporate training to all service areas on the processes for managing each of these.</p> <p>Design future consultations so that the public directly inform the council’s decision making.</p> <p>For all public consultations to clearly state:</p> <p>a) the purpose of consulting the public on the proposal</p> <p>b) the process that the Council will follow when making its final decision and where a respondent’s contribution fits into this chain of events.</p> <p>That decision-making reports to clearly set out how respondents’ views have actively influenced the final decision made.</p>
<p>Communications with Councillors Task Group</p>	<p>Mar 2020</p>	<p>A task group formed:</p> <p>a) To review councillors’ experience and expectation of internal communications</p> <p>b) To contribute to a new online information portal for Wiltshire councillors.</p> <p>c) Ensure that the communications received by councillors assist</p>	<p>Recommended that the council:</p> <p>Updates the Council’s Media Protocol 2015</p> <p>Ensure all emails circulated to all Wiltshire Councillors have the relevant division title listed first in the email’s subject line;</p> <p>Ensures the Council’s Directory is updated;</p> <p>Encourages all members to attend the Council’s Digital Hints and Tips sessions</p>

Appendix A – OS Key activity and achievements 2017-21

		them in undertaking their role as effectively as possible.	Circulates to councillors guidance on managing and joining remote meetings.
Wiltshire COVID-19 Response Task Group	June 2020 – Jan 2021	<p>A task group formed:</p> <ul style="list-style-type: none"> a) To support the response to, recovery from, and legacy of, COVID-19. b) To be efficient and proportionate in its approach to support the ongoing focus on the operational response to covid-19. c) Where appropriate, to provide pre-decision OS engagement on other matters to be determined by Cabinet. d) By monitoring the COVID-19 situation and response, to consider when a transition to business-as-usual or alternative OS arrangements is appropriate. 	<p>Provided streamlined and flexible scrutiny engagement on the council’s response to the pandemic in a way that allowed resources to remain focused on supporting the people of Wiltshire.</p> <p>Engaged with the wider overview and scrutiny membership to ensure their concerns and questions were addressed.</p>
Rapid scrutiny exercises:			
Activity	Date	Brief Explanation	Outcome
Asset and Service Devolution and Community Asset Transfer Policy	Nov 2017	Formed to contribute to the revised Asset and Service Devolution and Community Asset Transfer Policy	Recommended that the council:

Appendix A – OS Key activity and achievements 2017-21

		<p>prior to its consideration by Cabinet and Council.</p>	<p>Consider establishing ownership, to enable freehold transfers, for assets where service devolution is considered;</p> <p>Consider indicating a high threshold for costs that are considered “prohibitive”</p> <p>Ensure that town and parish councils are aware of the non-prescriptive nature of services and assets to be considered for devolution or transfer;</p> <p>Invite town/parish councils to submit any services and associated assets within their boundaries that they wish to be considered as part of their request(s) for transfer;</p> <p>Allocate appropriate staffing resources to ensure that the programme can be delivered in an accurate and timely manner;</p> <p>Develop and implement a programme of communication to ensure that all town/parish councils are aware of the policy and the opportunities it presents.</p>
Select committee items:			
Activity	Date	Brief Explanation	Outcome
Business Planning	June 2017	Reviewed the draft Business Plan, the council’s overarching document setting out its priorities	Provided detailed commentary on the council’s draft Business Plan prior to its finalisation and adoption by Full Council.

Appendix A – OS Key activity and achievements 2017-21

		for the following ten years.	
Emergency Planning and Management	Sep 2017	In the wake of the Grenfell Tower fire disaster, considered a synopsis of recent actions and testing of the Council's preparedness to the response and recovery of an emergency.	Supported a continuing programme of training and exercising for emergency response and recovery across the organisation and increased engagement with partners in the voluntary sector.
Central Government review of Overview and Scrutiny	Nov 2017 Mar 2018 Sep 2018 June 2019	Detailed input on a parliamentary select committee review of the effectiveness of OS in England, and on the subsequent revision to the relevant Statutory Guidance by Central Government.	Contributed evidence and feedback to calls for evidence from the parliamentary select committee to ensure that Wiltshire's experiences were reflected in the new OS statutory guidance. Reviewed the new guidance once published to ensure OS practice in Wiltshire reflected national best practice.
Corporate Peer Challenge	Feb 2018 Nov 2018 July 2019	Took part in, and responded to the outcomes of, a Corporate Peer Challenge of the council undertaken on request by the Local Government Association (LGA).	Received regular updates on the implementation of the LGA's recommendations regarding the council's strategic approach and corporate governance.
Call-in of Executive Decision: 'Outdoor Education'	April 2018	Used OS's statutory power to pause implementation of decision and consider a formal request to review the procedures followed by the Executive when taking the decision to close the Braeside and Oxenwood outdoor education sites.	Having reviewed the written and oral evidence presented, found that there were insufficient grounds to demonstrate that the principles of decision making had not been followed by the Cabinet in this case, and therefore the decision could be implemented.

Appendix A – OS Key activity and achievements 2017-21

<p>Equality & Inclusion Annual Report 2019 and Objectives 2019-22</p>	<p>July 2019</p>	<p>Considered the council's Equality and Inclusion Annual Report 2019 and Objectives 2019-22 on meeting the Public Sector Equality Duty.</p>	<p>Reviewed the annual report and action plan, and direction of travel for the council's diversity and inclusion agenda;</p> <p>Asked officers and Cabinet to consider whether there is evidence to support an equality objective specifically emphasising building resilient communities that represent the voices and diversity of Lesbian, Gay, Bisexual, BME and Trans communities in Wiltshire.</p>
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