

## Wiltshire Council

### Overview and Scrutiny Management Committee

29 May 2024

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#### Task Group Update

##### 1. Evolve Programme Task Group

*Supporting officer: Simon Bennett*

##### Membership

Cllr Jon Hubbard (Chairman)  
Cllr Dr Monica Devendran  
Cllr Ruth Hopkinson  
Cllr Horace Prickett  
Cllr Mark Verbinnen

##### Background

The Evolve programme involves the procurement and implementation of a new Cloud-based Enterprise Resource Planning (ERP) system for the council. The programme impacts on the work of all staff at the council in respect of HR, finance, procurement, and payroll processes. It looks to modernise technology and standardise business processes, improving efficiencies for core activities that are undertaken across the council, supporting their adoption through a comprehensive in-house business change and training effort, and will deliver improved data, insights, and reporting capabilities.

##### Terms of Reference (TOR)

- a) To provide efficient, effective scrutiny engagement on the council's Evolve programme under the direction of OS Management Committee.
- b) To receive periodic updates on the Evolve programme and scrutinise delivery of its key three objectives for the council, covering:
  - Organisational insight
  - Developing a flexible high-performance culture
  - Transforming business processes and digital technology
- c) To meet quarterly as standard unless there is a temporary need to meet more frequently or at a specific project milestone.
- d) To report findings and recommendations as appropriate to OS Management Committee following each task group meeting.

##### Recent activity

- The task group met on 23 February 2024 and received an update on the programme before the second 'go live' date on 3 April 2024.
- The task group reviewed progress with the final system 'go live' and the extension of the period of working with the supplier. The extensive testing programme and the lessons learnt. Also considered was whether there would be any further costs.
- The task group also reviewed lessons learnt from the November 2023 'go live' and outstanding issues. Issues did occur e.g. with some payments to some suppliers, but these were quickly resolved. There was concern that the supplier did not always identify technical problems.
- Concerns were raised by the Pension Fund team regarding overdue payments and general issues about pension requirements. Some payments did need to be paid manually, this worked but was much slower leading to a backlog. These affected one-time payment to pensioners not their monthly pension. This issue has now been resolved.
- The task group also met on 10 May 2024.
- The group received an update on the 'go live' for payroll in April 2024. Technically this was a success, but a considerable amount of work went into going live on time. The task group looked in detail at payroll statistics and the metrics used to measure success.
- The task group looked at 'go live' issues and lessons, which covered:
  - Staff capacity
  - Alignment of data between systems
  - Systems testing
  - Manual adjustments
  - Reporting
- The task group will be meeting in June 2024 to consider:
  - Issues still live or carried forward from 'go live' and how they will be addressed.
  - Programme benefits realisation.

## **2. Stone Circle Governance Task Group**

*Supporting officer: Julie Bielby*

### Membership

Cllr Richard Britton  
 Cllr Richard Burden  
 Cllr Adrain Foster  
 Cllr Ruth Hopkinson (Chair)

Cllr Gordon King  
Cllr Jacqui Lay  
Cllr Tony Pickernell  
Cllr Mike Sankey

### Background

On 26 September 2023 the Overview and Scrutiny Management Committee agreed 'To establish a task group to consider arrangements for scrutiny engagement on the council's activity in regard to its wholly owned Stone Circle companies and to bring proposals back to Committee'.

### Terms of Reference

1. To consider how Overview and Scrutiny should provide effective and proportionate scrutiny of the council's activity in relation to its Stone Circle companies.
2. To consider what aspects of the Stone Circle companies and the council's exposure to them should be the focus of that scrutiny (e.g., financial implications and risks to the council, meeting housing needs etc).
3. To consider what information Overview and Scrutiny will need to deliver this scrutiny.
4. To bring recommendations regarding the matters above to OS Management Committee.

### Recent Activity

- The task group met on 9 February 2024 to focus on the purpose of Stone Circle Housing and Development. Written and verbal evidence was provided by Perry Holmes and Amy Williams.
- The group observed that SC business plans, received to date, lacked a narrative making it difficult to link performance with purpose. Before agreeing the next steps for the scrutiny, members agreed they needed to review the latest SC business plan.
- On 9 April, the task group met to review the evidence they had received to date including the SC Group business plan 2024-25 following its presentation to the Shareholder group on 26 March.
- While the group has started to identify potential options for ongoing scrutiny they have agreed as a priority the need to fully understand the role of the companies in supporting Council objectives and will be posing questions to officers and shareholder group members on 20 May.

### 3. Transformation Task Group

Supporting officer: Julie Bielby

#### Proposed membership

Cllr Graham Wright

Cllr Chris Williams

Cllr Jon Hubbard

#### Background

Following a presentation on the transformation service to OSMC, 15 November 2023, the Chair and Vice Chair agreed to explore the potential for further scrutiny of the programme. They propose setting up a task group to consider these options and to make recommendations for the committee to review.

#### Draft Terms of Reference

*To explore and make recommendations on how to conduct effective scrutiny of the council's Transformation Programme, which should include scrutiny of the:*

- a) *Selection of transformation projects (decision making criteria and process)*
- b) *Governance and oversight*
- c) *Delivery of business plan objectives and outcomes for residents*
- d) *Evaluation of success and learning from experience.*

#### Proposals

- 1. To note the update on the Task Group activity provided.**
- 2. To approve the proposed terms of reference for the Transformation Task Group.**

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#### **Appendices**

None