

AGENDA

Meeting: Overview & Scrutiny Organisation and Resources Select Committee
Place: Committee Room III, County Hall, Trowbridge
Date: Thursday 27 May 2010
Time: 10.30 am

Please direct any enquiries on this Agenda to Sharon Smith, of Democratic and Members' Services, County Hall, Trowbridge, direct line (01225) 718378 or email sharonl.smith@wiltshire.gov.uk

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Membership:

Cllr Nigel Carter
Cllr Tony Deane
Cllr Christopher Devine
Cllr Peter Doyle
Cllr Nick Fogg
Cllr Charles Howard
Cllr J Hubbard

Cllr Jacqui Lay
Cllr Jeff Osborn
Cllr Bill Roberts
Cllr Ricky Rogers
Cllr Judy Rooke
Cllr Jonathon Seed

Substitutes:

Cllr Chuck Berry
Cllr Jane Burton
Cllr Trevor Carbin
Cllr Ernie Clark
Cllr Mary Douglas
Cllr Russell Hawker

Cllr David Jenkins
Cllr Christopher Newbury
Cllr Jeffrey Ody
Cllr Pip Ridout
Cllr Graham Wright

PART I

Items to be considered whilst the meeting is open to the public

1. **Election of Chairman**

To elect a Chairman of the Select Committee for 2010/2011.

Nominations will be sought orally from those present at the meeting. Voting will be by way of a show of hands.

2. **Election of Vice-Chairman**

To elect a Vice-Chairman of the Select Committee for 2010/2011.

Nominations will be sought orally from those present at the meeting. Voting will be by way of a show of hands.

3. **Apologies and Substitutions**

4. **Minutes of the Previous Meeting** *(Pages 1 - 10)*

To approve as a correct record and sign the minutes of the last meeting of the Overview and Scrutiny Organisation and Resources Select Committee held on 25 March 2010.

5. **Declarations of Interest**

To receive any declarations of personal or prejudicial interests or dispensations granted by the Standards Committee.

6. **Chairman's Announcements**

7. **Public Participation**

The Council welcomes contributions from members of the public.

If you would like to make a statement at this meeting on any item on this agenda, please register to do so at least 10 minutes prior to the meeting. Up to 3 speakers are permitted to speak for up to 3 minutes each on any agenda item. The Chairman will, however, exercise his discretion in order to ensure that members of the public have the opportunity to contribute.

Members of the public wishing to ask a question should give written notice (including details of any question) to the officer named above by **12:00 noon on Tuesday 25 May 2010.**

8. **Council Funding Framework for the Voluntary Community Sector** (Pages 11 - 28)

A report by the Service Director for Communities, Libraries, Heritage and Arts is attached providing details of the new proposed funding framework for the voluntary and community sector. The report was submitted to Cabinet on 24 May 2010 where endorsement of the proposed framework was requested for implementation in April 2011.

The Committee is asked to review the report and comment as appropriate.

Councillor John Thomson, Deputy Leader & Cabinet Member for Adult Care, Communities and Libraries will be in attendance to respond to questions from the Committee.

9. **Delivering Customer Focus Programme** (Pages 29 - 38)

The Committee considered a report in November 2009 by the Head of Customer Access on the Delivering Customer Focus Programme.

A resolution from the meeting was to receive a further update on the programme at the Committee's meeting in May 2010.

A report by the Head of Customer Access is attached which provides details of the progress made in order that the organisation is able to deliver improved services to customers across the organisation.

The Committee is asked to consider the report and comment as appropriate.

10. **Business Management Programme (SAP) - Update report** (Pages 39 - 46)

A report by the Service Director Shared Services and Customer Services was presented to the Committee in January 2010 which informed the Committee of the development issues and work plan for business improvement necessary to ensure the organisation uses SAP effectively to extract maximum performance and cost benefit from the solution.

It was resolved at the meeting that the Committee would receive a further update report in May 2010 which should include KPI measurements and progress against the work plan. It was also agreed that the report would provide an introduction to the HR and Procurement aspects of SAP.

A report by Jacqui White, Service Director, Shared Services and Customer Services, is now attached.

The Committee is asked to consider the report and comment as appropriate.

11. **Harmonisation of Staff Terms and Conditions of Employment (to include LGR Appointments Procedure)** *(Pages 47 - 50)*

The Committee considered a report by the Director Human Resources and Organisational Development at its meeting in November 2009. The report provided a brief on the scope and outline plan for the harmonisation of terms and conditions of staff employment and was submitted to Cabinet at its meeting on 24 November 2009.

Resolution was made at the Committee to request an update report following completion of negotiations with unions and once the collective Agreement had been drafted. The report estimated the best minimum timescale for completion as February 2010 - May 2010.

An update report by the Director, Human Resources and Organisational Development is now attached. The Committee is asked to consider its contents and comment as appropriate.

12. **Future ICT Provision - Update**

A meeting with the Chairman and Vice Chairman and the Service Director for ICT and Business Transformation took place on 10 May 2010.

The purpose of the meeting was to consider how best to scrutinise the wind down of the current contract and the development of structures for the new in-house service.

An update on ICT provision was also provided by the Cabinet Member for Resources at the Full Council meeting where it was clarified that work is underway to design the in-house ICT provision and an exit plan for the Steria contract is currently being agreed. A report on the ICT Programme will also be submitted to Cabinet in June.

The Committee is invited to consider the engagement of scrutiny in this process and the option of setting up a Task Group.

13. **Task Group Update** *(Pages 51 - 54)*

The Committee is asked to note the Task Group updates provided and comment as appropriate.

14. **Service Director Update**

As the Committee is aware, the Chairman, Vice-Chairman and Scrutiny Manager have been meeting with the Resources services directors on an individual basis in order to get a better understanding of the way in which the services are delivered and funded, and the priorities, developments and pressures that exist.

Previously meetings have been held with Deborah Farrow (Business Transformation, ICT and Information Management), Barry Pirrie (HR and Organisational Development), Jacqui White (Shared Services and Customer Care) and Ian Gibbons (Legal and Democratic Services). The outcome of these were previously reported to the Committee and where appropriate topics added to the work programme.

A similar meeting was held with Laurie Bell (Service Director Policy, Research and Communications) and Sharon Britton (Service Director for Performance) on 14 April.

Whilst the Policy, Communications and Research Department sits separately from the Department of Resources the purpose of the meeting was to discuss the departments corporate responsibilities and also the relationship between Policy and Performance and how these merge in supporting service improvement and cultural change throughout the organisation.

The following topics were covered during discussion:

- Comprehensive Area Assessment – engaging with the Audit Commission throughout the Organisation and Area Assessment Process.
- The cycle of performance reporting to Cabinet, Budget & Performance Task Group, Wiltshire Family of Partnerships and the Corporate Leadership Team (CLT).
- Exception reporting process
- The role of the Corporate Risk Management Group and Performance Leadership Group
- Action Plans – how these are developed within departments and the role of the Performance Team in monitoring their implementation and providing support.
- The membership and remit of the Corporate Working Group to develop the Corporate Plan
- The working relationship between:
 - Benefits Realisation Officer and the Finance Team
 - Programme Office and Business Transformation
- The 17 Major Programmes currently being co-ordinated by the Policy, Communications and Research Team.
- Importance of an effective Communication Strategy -success of major programmes underpinned by successful communication (with customers, staff and members)

- The re-structure of the Policy, Communications and Research team which is currently underway.
- Communications support for Overview & Scrutiny and opportunities to promote and increase awareness of scrutiny activity.

At the end of the discussion the Chairman and Vice-Chairman asked for a list of the 17 Major corporate programmes being co-ordinated by the Policy and Communications Team including brief descriptions and timescales for their delivery.

The Chairman and Vice-Chairman now plan to meet with Martin Donovan in respect of the Finance and Procurement and will report on the outcome to the next meeting of the Committee.

15. **Forward Work Programme** *(Pages 55 - 60)*

A copy of the draft Forward Work Programme is attached for consideration.

16. **Date of next Meeting**

15 July 2010.

17. **Urgent Items**

Any other items of business which the Chairman agrees to consider as a matter of urgency.

PART II

Items during whose consideration it is recommended that the public should be excluded because of the likelihood that exempt information would be disclosed

NONE