Wiltshire Council
Where everybody matters

AGENDA

Meeting:	Overview and Scrutiny Management Committee
Place:	Kennet Room - County Hall, Trowbridge BA14 8JN
Date:	Tuesday 8 July 2014
Time:	<u>10.30 am</u>

Please direct any enquiries on this Agenda to Kieran Elliott, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line (01225) 718504 or email 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

Membership:

Cllr Christine Crisp
Cllr Stewart Dobson
Cllr Alan Hill
Cllr Jon Hubbard
Cllr Simon Killane
Cllr Gordon King
Cllr Jacqui Lay

Cllr John Noeken
Cllr Jeff Osborn
Cllr Mark Packard
Cllr Pip Ridout
Cllr Ian Thorn
Cllr John Walsh
Cllr Bridget Wayman
Cllr Philip Whalley

Substitutes:

Cllr Glenis Ansell
Cllr Chuck Berry
Cllr Trevor Carbin
Cllr Ernie Clark
Cllr Mary Douglas
Cllr Howard Greenman

Cllr George Jeans
Cllr David Jenkins
Cllr Paul Oatway QPM
Cllr Helen Osborn
Cllr Ricky Rogers
Cllr Nick Watts

PART I

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

1   **Election of Chairman**

To elect a Chairman for the Management Committee for the forthcoming year.

2   **Election of Vice-Chairman**

To elect a Vice-Chairman for the Management Committee for the forthcoming year.

3   **Membership Changes**

To note the changes to the Membership of the Committee following the meeting of Council on 13 May 2014.

Full Members added - Councillors Ian Thorn and Phillip Whalley (Previously Substitutes)

Full Members removed - Councillor Roy While

Substitute Members added - Councillors Howard Greenman, Chuck Berry, Nick Watts, David Jenkins and Trevor Carbin.

Substitute Members removed - Councillors Brian Dalton, Russell Hawker, Dr Helena McKeown, John Noeken and Councillors Phillip Whalley and Ian Thorn (now Full Members).

The total membership of the panel was increased from 13 to 15.

4   **Apologies**

To receive any apologies or substitutions for the meeting.

5   **Minutes of the Previous Meeting** *(Pages 1 - 8)*

To approve and sign the minutes of the meeting held on 29 April 2014.

6   **Declarations of Interest**

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

7   **Chairman's Announcements**

To receive details of any announcements through the Chair.

8   **Public Participation**

The Council welcomes contributions from members of the public.

Statements
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.
Please contact the officer named above for any further clarification.

Questions
To receive any questions from members of the public or members of the
Council received in accordance with the constitution. Those wishing to ask
questions are required to give notice of any such questions in writing to the
officer named above no later than 5pm on 1 July 2014. Please contact the
officer named on the first page of this agenda for further advice. Questions may
be asked without notice if the Chairman decides that the matter is urgent.

Details of any questions received will be circulated to Committee members prior
to the meeting and made available at the meeting and on the Council's website.

9   **Project Board Membership** *(Pages 9 - 26)*

A report from Paul Kelly, Scrutiny Manager, and Ian Baker, Head of Programme
Office, is attached.

10   **Broadband Rollout** *(Pages 27 - 34)*

Cllr George Jeans will provide an update on the Project Board on the Rollout of
Superfast Broadband in the County.

The latest members' briefing note is <u>circulated</u> to support the written report from
Cllr Jeans.

11   **Update from the Centre for Public Scrutiny (CfPS) Conference** *(Pages 35 -
36)*

Cllrs Simon Killane, Alan Hill and Gordon King will update the Committee
following their attendance at the Centre for Public Scrutiny (CfPS) Conference
on 10 June 2014.

12 **Task Group Update** *(Pages 37 - 38)*

1) Written updates on Overview & Scrutiny Management Committee Task Group Activity are included as below and attached.

LEP Task Group
The LEP Task Group has been established with the following members to be formally appointed: Cllrs Alan Hill, Christine Crisp, Simon Killane and Mark Packard.

On 22 July an informative briefing will be provided to the members to ensure a solid understanding of the Local Enterprise Partnership as a body and its work, this is to be lead by Corporate Director, Carlton Brand and Assistant Director for Economic Development and Planning with a representative of the Secretariat of the LEP in attendance. Subsequently a Task Group meeting will be arranged with our counterparts in Swindon to take place in September, following the summer recess.

Financial Planning Task Group
An update is attached.

2) The Chairman of each Committee will be given the opportunity to provide brief updates in relation to activity undertaken by existing task groups, and endorsement of any proposed new Task Groups, including the Early Help Strategy Task Group

13 **Forward Work Programme** *(Pages 39 - 42)*

The Committee is asked to consider the underlined attached single work programme and give direction on future overview and scrutiny activity.

Supermarket levy

The Management Committee will recall that it referred this matter on 7 January 2014 to the Councillor Development Group following a notice of motion to Council. A councillor briefing note detailing the issue in the context of the Sustainable Communities Act was subsequently circulated. This action was reported to the Management Committee. An organisation called Local Works who lobby nationally on this matter and have been in contact with Councillor Jeff Osborn, commented on the briefing note. They have now made the latest position available to Councillor Osborn who has asked that the following summary be reported to the Management Committee.

Eleven councils intend to submit a proposal to Government on 16 June that all councils be given the power to introduce a levy of up to 8.5% of the rateable value on supermarkets or large retail outlets in their area with a rateable annual value not less that £500,000 and for the revenue to be retained by local authorities in order to be used to help improve their local communities.

Councillor Osborn has requested that the Management Committee be made aware

that remaining councils are being invited, in the form of a letter to their Leaders, to support the proposal. The government have up to six months to give a response.

<u>Meetings with the Executive</u>

Arrangements are being made to hold a round of meetings (based on those held following the council election in 2013) between the chairs and vice-chairs of the select committees and the relevant cabinet members, portfolio-holders and associate directors to review and develop overview and scrutiny's work programme aligned to the Council's Business Plan. As before a focus on outcomes and invitations to develop policy with use of single-topic, time-limited task groups should feature significantly adding value to Council decision-making.

All non-executive councillors should be encouraged to raise constructive topics, engage in the process and actively contribute to the future development of the work programme.

14   **Date of Next Meeting**

To note the date of the next meeting on 9 September 2014.

15   **Urgent Items**

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

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<u>PART II</u>

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

None

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Wiltshire Council
Where everybody matters

OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

DRAFT MINUTES OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE MEETING HELD ON 29 APRIL 2014 AT KENNET ROOM - COUNTY HALL, TROWBRIDGE BA14 8JN.

Present:

Cllr Christine Crisp, Cllr Stewart Dobson, Cllr Alan Hill, Cllr Jon Hubbard, Cllr Simon Killane (Chairman), Cllr Jacqui Lay, Cllr John Noeken (Substitute), Cllr Jeff Osborn, Cllr Mark Packard, Cllr John Walsh, Cllr Bridget Wayman and Cllr Roy While (Vice Chairman)

Also Present:

Cllr Mike Hewitt

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41   Apologies

Apologies for absence were received from Councillors Pip Ridout and Gordon King.

Councillor Ridout was substituted by Councillor John Noeken.

42   Minutes of the Previous Meeting

The minutes of the meeting held on 4 March 2014 were presented for consideration, and it was,

Resolved:

To APPROVE as a true and correct record and sign the minutes.

43   Declarations of Interest

There were no declarations.

44   Chairman's Announcements

Through the Chair there were the following announcements:

1) The Safeguarding Children and Young People Task Group had been nominated for a Corporate Award for their work. The Chairman of the Task Group, Councillor Jon Hubbard, paid tribute to the contributions of

the Task Group and its members, Councillors Bridget Wayman and Andrew Davis, Mr Ken Brough and Rev. Alice Kemp.

2) It was noted an additional Children's Select Committee had been arranged for 1400 on 29 April, in order to receive the report and consider the recommendations of the Positive Leisure-time Activities for Young People Task Group on future options for the service ahead of a decision at Cabinet on 15 May.

45   Public Participation

There were no questions or statements submitted.

46   Overview and Scrutiny Member Remuneration - Revised Scheme

At the Council meeting on 12 November 2013, the recommendations of the Independent Remuneration Panel (IRP) which undertakes periodic reviews of the Councillors' Allowances Scheme were approved following debate and amendment. Within the Allowances Scheme is a fund available to reward councillor engagement in the Overview and Scrutiny Function, and this was increased to £15,000, to be allocated by the Chairman of the Overview and Scrutiny Management Committee in accordance with a scheme prepared by the Chairman and approved by the Committee.

The Chairman presented a report on the proposed revised scheme on Overview and Scrutiny Councillor Remuneration, refocusing the scheme to reward exceptional overview and scrutiny performance in task groups and rapid scrutiny exercises, with performance measures detailed in the report. It was stated that as the council was approaching the end of the 2013/14 municipal year, the new scheme would take effect with the start of the 2014/15 municipal year in May 2014 if approved.

The Committee discussed the proposal, supporting the focus on the outcome of Scrutiny work rather than merely attendance. In response to queries on scenarios where it was not felt a Task Group or other Scrutiny exercise had met the performance criteria, it was stated that the intent was to produce a supportive framework for the delivery of scrutiny work without restrictive judgement within that framework as identified.

It was noted that the proposed scheme would have the chairs of task groups being the main recipients, and there was some concern that the work of other members, which might equal or exceed that of the chairman of the task group, but who did not wish to be chairman themselves, could be overlooked.

There was also debate on wider councillor remuneration within scrutiny, in particular whether vice-chairman of select committees should be remunerated. It was noted the scheme was focused on the delivery of work at task group and rapid scrutiny level, with possible remuneration of vice-chairman a separate issue, although some members felt that with most other council committee vice-chairman not receiving remuneration, such a move could make any scheme more complex than appropriate and also be potentially divisive.

At the conclusion of debate, it was,

Resolved:

1) **To endorse the suggestions of the Chair and Vice-Chair as detailed in paragraphs 4-5 of the report and to note that further consideration would be given to the exact method of calculation and limitations within the Scheme.**

2) **To utilize the existing scheme for allocation of the fund in 2013/14 and apply the new scheme for 2014/15.**

47   **Project Board Membership**

The Management Committee has been approached on a couple of occasions recently to appoint a scrutiny member to (executive) project boards on reviews of Car Parking and Positive Leisure Time for Young People. In response, the Committee requested guidance be developed on the issue of what the role entails and the concern for potential for conflict of interest

A briefing note from the Scrutiny Manager was presented, detailing the background to the latest requests for scrutiny representation on project boards, past use of project boards with scrutiny representation and support that was provided. It was noted that the recent requests involved topics which were already the focus of existing task groups, and therefore the need to consider the respective roles of task group and scrutiny representative on the project board. The views of the Management Committee were sought on what future approach should be taken regarding project board representation and what guidance and structure would need to be in place.

The Committee discussed the briefing note and welcomed increased involvement of scrutiny at early stages of projects, but concerns were raised in a number of areas, including the following:

While Scrutiny involvement on project boards was seen as beneficial, that such representation was only at the invitation of the Cabinet Member was not seen as appropriate. It was also noted that the Committee had no indication how many project boards existed within the council.

The Committee discussed whether it was appropriate for a place for a Scrutiny representative on all project boards to be left open if required, or whether Scrutiny should be able to request there be a Scrutiny representative on a specific board if they felt it suitable to do so, in addition to or in place of a task group or other exercise, which might be constituted further into the project if deemed necessary. It was also raised that where invitations had been received, it should not be for a named member of scrutiny

It was considered strongly that any representative from Scrutiny on a project board should be provided with clear guidance as to their role and need to retain a strategic rather than locally focused approach to the subject. Some members

raised concerns that membership on the project board could be seen as a subject having been officially scrutinized despite single member involvement only, or that with existing task groups potentially receiving updates and questioning the Scrutiny representative on the project board, that this could replace or provide a buffer for working with and challenging the responsible Cabinet Member or Portfolio Holder, which would not be appropriate or effective scrutiny.

Other issues debated included the need for a clear reporting procedure either to committee or task group, and that when deciding which if any project boards a scrutiny representative should be included on, there should be a focus on the outcome that scrutiny wished to be achieved and what value would be added to the process, rather than being an additional part of the process adopted to little purpose depending on the subject.

At the conclusion of debate, it was,

<u>Resolved:</u>

To request a further report with recommendations on possible approaches with regards Scrutiny representation on project boards, incorporating concerns raised above, in particular the need for a focus on outcomes, a clear remit for any member appointed to a project board, and a clear report process for that member.

48   **Local Enterprise Partnership (LEP)**

A Local Enterprise Partnership is a partnership between relevant local authorities and businesses from the local area to prioritise investments and facilitate economic development, based on a clear strategic vision to deliver on the priorities of the locality. It is designed to bring together business and civic leaders to set the strategy and take decisions for their area.

LEPs were created in 2011 and as a new organisation, the governance arrangements of the Swindon and Wiltshire LEP have been developing over time. To best reflect local circumstances, it has been recognised that there is a need to introduce a scrutiny mechanism for holding the LEP, and in particular its Strategic Economic Plan, to public account.

Discussions have now taken place at officer level between Swindon Borough Council and Wiltshire Council on the potential practical arrangements for the joint scrutiny of the Swindon and Wiltshire Local Enterprise Partnership. A report from the Scrutiny Manager on the options for that joint scrutiny was presented, for an initial meeting in June 2014.

It was noted that the development of the proposed scrutiny of the LEP had been the subject of extensive liaison between Swindon Borough Council, Wiltshire Council and the LEP, and that there was not a statutory requirement for the LEP to submit to the formal Local Authority scrutiny arrangements, and that the LEP had no experience of working alongside elected members in such a fashion, requiring additional development work prior to setting up scrutiny requirements.

The Committee discussed the options for any scrutiny structure of the LEP, including leaving each Authority to use their own arrangements, a formal Joint Committee of the two authorities, or an informal Joint Task Group with fixed membership from both councils, with the latter being the recommendation of the report.

For a Task Group, there was a debate as to whether like Joint Committees such a group should contain more Wiltshire Councillors than Swindon Councillors to reflect the proportionate populations, or whether for the initial group tasked with producing recommendations for how the LEP would be scrutinized in the future, equal membership was appropriate.

It was also raised that a clear timetable and terms of reference would be needed for any task group, and the involvement of the LEP at the initial stage of formulating a future scrutiny system to be adopted was discussed.

There was debate about how long the pilot Task Group option, if agreed should last, with members keen to move the process along but conscious of the need for both council's to further familiarize themselves with the LEP and its processes, as well as the impact of Swindon Borough Council's May 2014 elections on setting up the proposed Task Group.

It was also stated that any scrutiny arrangements should be as robust as possible.

At the conclusion of debate, it was,

Resolved:

To delegate to the Chairman and Vice-Chairman to appoint four non-executive members to an informal joint Task Group with fixed membership with equal numbers from both Councils which is accountable to the relevant Overview and Scrutiny parent committee for an initial 12 month period with the opportunity to review the arrangements and formalise it as necessary, subject to the agreement of both Councils.

49   **Scrutiny Training Update**

A scrutiny skills training event was held on 24 March organised by the Council's Learning and Development team. The event was delivered by a prominent and well-respected regional adviser on overview and scrutiny. Initial feedback was positive although not all evaluation forms have been received yet.

The Committee was invited to consider whether the event should be repeated in other locations across the county to increase engagement with all councillors. It was,

Resolved:

To arrange further training sessions of the same form in other locations around the county as appropriate.

50   Attendance at the CfPS Annual Conference - 10 and 11 June 2014

The Committee noted the written update in the agenda papers, with the need to appoint an additional member to attend the Centre for Public Scrutiny (CfPS) Annual Conference in June 2014.

It was,

<u>Resolved:</u>

To appoint Councillor Gordon King as a representative to attend the CfPS Annual Conference.

51   Overview and Scrutiny Annual Report 2013/14

The Wiltshire Council Constitution provides for an annual report to be made to full Council about the work of overview and scrutiny. In recent years the standing Council summons item on overview and scrutiny has allowed more regular reporting and therefore to a degree negated the need for an annual report.

The draft Annual report was presented by the Chairman, stating that the intention was to improve communications and promotion of the good work taking place in overview and scrutiny, though a brief report to be presented at full Council in May 2014 and then append to the council's website.

The Committee discussed the proposed draft and commented upon the need to format the document appropriately for an electronic version only, and noted the information in each section. It was,

<u>Resolved:</u>

To approve the Overview and Scrutiny Annual Report 2013/14 for presentation to Council in May 2014.

52   Scrutiny of Major Contracts

In January 2014 the Management Committee requested a report on options for future scrutiny of major contracts in the light of the experience regarding the early delivery of Highways and Street Scene contract by Balfour Beatty Living Places.

The report was considered at the last meeting on 4 March and it was decided to leave it to each of the select committees to determine how they might want to approach the issue for themselves. In support of this approach it was agreed to ascertain some more detailed information about the Council's top 50 vendors listed in the appendix to the report.

The Management Committee noted that this had now been done and circulated to the chairmen and vice-chairmen of the select committees, and further requested the information be circulated to the rest of the Management Committee. It was,

Resolved:

To note the update.

53   **Task Group Updates**

In addition to the written updates of Task Groups as contained in the agenda, there were the following updates:

Financial Planning Task Group
The intended future work of the Task Group was detailed for consideration.

Area Boards Review
The Committee expressed disappointment that the Review of Area Boards Task Group had not been able to review the Cabinet report prior to its consideration on 22 April, and felt that there were still several concerns with the ongoing review which required further consideration and details to be presented, such as the governance arrangements and proposed reliance on volunteering.

The Committee also wished to have sight of the email the Chairman sent to the Leader after the Cabinet meeting and a link to the various reports.

Health Select Committee
The Continence Task Group report was now available and would be considered at the next meeting of the Committee on 6 May.

Environment Select Committee
The Speedwatch Task Group was to be stood down to avoid duplicating work which was being undertaken by the Officer of the Police and Crime Commissioner.

The Community Infrastructure Levy (CIL) Task Group was once again delayed as a result of changes from central government, and would report when able.

As a result of the recent flooding several aspects of the council's Flood Plan had been identified as in need of revision. As a result, the Environment Select Committee would postpone scrutiny of the plan until it had been revised.

Children's Select Committee
As a result of staffing changes impacting the support of its intended work, the Education for 16-19s Task Group had been suspended. With the endorsement of the Management Committee the Children's Select Committee would instead create a Task Group to examine the development of the Early Help Strategy.

54   **Forward Work Programme**

The Committee noted the proposed Forward Work Programme, and the intention to review the overall programme following the annual meeting of council in May 2014.

55   **Date of Next Meeting**

The date of the next meeting was confirmed as 8 July 2014.

56   **Urgent Items**

There were no urgent items.

(Duration of meeting: 10.30 am - 1.00 pm)

The Officer who has produced these minutes is Kieran Elliott of Democratic Services, direct line (01225) 718504, e-mail kieran.elliott@wiltshire.gov.uk

Press enquiries to Communications, direct line (01225) 713114/713115

Wiltshire Council

Overview and Scrutiny Management Committee

8 July 2014

Projects and Programmes: Overview and Scrutiny Engagement

Purpose

1   To report further on the possible approach to the appointment of scrutiny representatives on project boards as requested at the last meeting.

Background

2   The briefing paper to the Overview and Scrutiny Management Committee on the 29 April proposed that it approves future appointments to project boards on the basis outlined below recognising that a case by case approach may be necessary to allow for individual circumstances. In particular the role of appointees being;

- To fulfil the lay challenge role on the project board

- To be non-voting and not bound by decisions of the board (in order to maintain transparency)

- The member to take a strategic view (and not a locality interest)

- Member to be appointed following an open expression of interest to all members as is the current convention

- Ideally to be a member of any task group if also established for the review (in order to provide continuity)

- Have an input to the reporting back at key milestones in the project to the select committee and/or task group as necessary (with appropriate officer support).

3   A planning meeting between Cllr Simon Killane, Chair of Overview and Scrutiny Management Committee, Paul Kelly, Overview and Scrutiny Manager and Ian Baker, Head of Programme was held to draft a paper outlining how to develop a systematic engagement process between Overview and Scrutiny and the Council's projects and programmes.

Proposed Engagement Process

4   The outcome from the meeting resulted in the following suggested principles and processes being proposed:

(1) Involvement of Overview and Scrutiny needs to align with one or more of the following criteria;

- Must be aligned to delivering the council's business plan
- Must be transformational in nature with a direct impact on communities or people
- Has significant financial implications for the Council
- Involves thematic and/or partnership working
- Engagement adds value

(2) The Head of Programme Office will meet with the Chair and Vice-Chair of Overview and Scrutiny Management Committee once a month to review new projects that could benefit from Overview and Scrutiny membership. Soundings will also be taken from the political and corporate leadership as appropriate.

(3) The Chair of Overview and Scrutiny will advise the Head of Programme about any engagement and whether an alternative approach from Overview and Scrutiny would be more suitable involving one or a phased combination of:
- Select Committee
- Task Group
- Rapid Scrutiny Exercise
- Representation on Project Board

5   In addition to the above arrangements, the Head of Programme Office will review the process for scoping new projects to ensure there is a check for Overview and Scrutiny engagement.

6   Where a Cabinet member or portfolio-holder takes a direct interest in a project through membership of a board then it is likely that overview and scrutiny engagement will follow in some form, subject to the criteria thresholds identified above. In these cases, the Executive member will lead the reporting back with input from the Overview and Scrutiny representative.

7   Further consideration needs to be given regarding how members from Overview and Scrutiny engage with projects and programmes, in particular around which meetings to attend, meeting with the project sponsor, project manager and the wider team.

8   The Programme Office will support individual members appointed such as assisting with reporting back to Overview and Scrutiny. Support will be integrated into the current project management process to avoid duplication and additional work/documentation. The Programme Office will also provide support to members around the project management process, including use of SharePoint project sites.

9   In order to give the Management Committee an insight into current projects supported by the Programme Office, the latest highlight report prepared for the Transformation Committee is <u>attached</u>.

10   There are no financial implications associated with this proposal as it will be supported within the existing resources of the Programme Office and the Corporate Office (Scrutiny Team).

Recommendation

11   Subject to the views expressed at the meeting, to recommend that the Management Committee approves the engagement process set out above.

Ian Baker
Head of Programme Office
Transformation

Paul Kelly
Overview and Scrutiny Manager (and Designated Scrutiny Officer)
Corporate Office

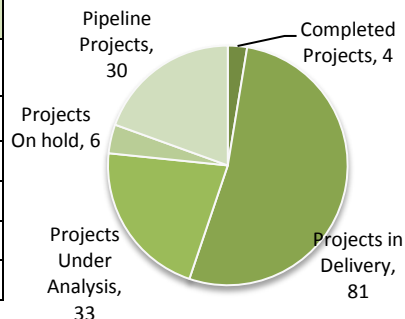This page is intentionally left blank

Wiltshire Council and Programme Office Highlight Report
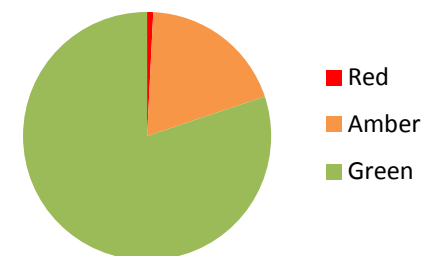
| **Head of Programme Office**: Ian Baker	**Reporting Period Covered**: May 2014

Dashboard

Wiltshire Council	
Total Wiltshire Council Projects	**154**
Completed Projects	4
Projects in Delivery	81
Projects Under Analysis	33
Projects On Hold	6
Pipeline projects	30

Wiltshire Council	
Red	1
Amber	24
Green	99

Wiltshire Police	
Total Wiltshire Police Projects	**69**
Completed Projects	0
Projects in Delivery	29
Projects Under Analysis	13
Projects On Hold	1
Pipeline Projects	26
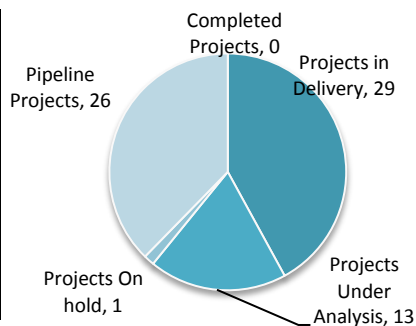
Wiltshire Police	
Red	3
Amber	14
Green	26
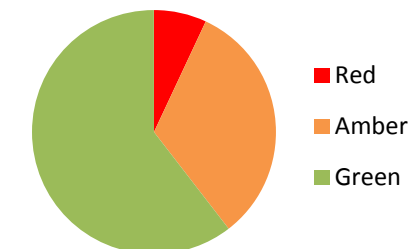
Joint Portfolio	
Total Joint Portfolio Projects	**223**
Completed Projects	4
Total Projects in Delivery	110
Total Projects Under Analysis	46
Total Projects On Hold	7
Total Pipeline Projects	56
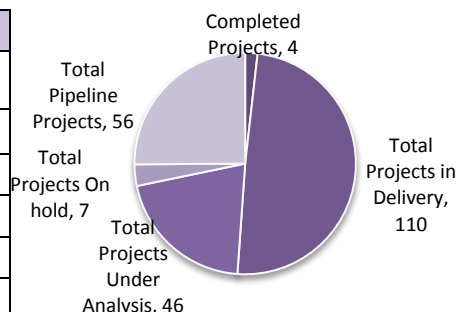
Report Author: Ian Baker
Date Submitted: June 2014

Projects Completed in this Period

Wiltshire Council
- **Review of Positive Leisure-Time Activities for Young People (New Operating Model for Community Youth Activities)** - Phase One complete.
- **IT for Incubation Units -** The four Enterprise Centres now have internet access and Voice over Internet Protocol (VoIP) phone services. Each centre also has a small office setup for the Wiltshire Council staff running them.
- **Telephony (Mitel Virtualisation) –** Mitel estate now fully virtualised; this enables an upgrade of Wiltshire Police's telephony network and migrates it with Wiltshire Council's.
- **Telephony: Bewley House –** Following staff moves from Bewley House to Monkton Park, the Mitel equipment has been decommissioned, releasing it for use within the Police network.
- **Telephony: Reprogramming of Planning & Building Control North and Central Teams –** North and Central Planning and Building Control teams have been reprogramed to enable both team areas to work together globally.

Projects Approval Status

Projects awaiting consideration and approval: 9
- Office 2010 / Lync 2013 (Information Services / Business Development).
- IT Solution for Day Opportunities (Children's Services).
- Shared Door Access System.
- Traffic Monitoring.
- Starter-Changer-Leaver (post Systems Thinking review implementation).
- Fleet Department Financial Savings Project (£200k).
- British Sign Language (BSL) Support on the Council Web Site.
- Alarm Management System Renewal.
- Adult Care Payment Card system.

Projects approved since April report: 4
- Single View of the Customer.
- Better Care Plan: Care Bill.
- Falls Prevention.
- Mobile device solutions for Wiltshire Council and Wiltshire Police.

New Projects: 2014

Report Author: Ian Baker
Date Submitted: June 2014
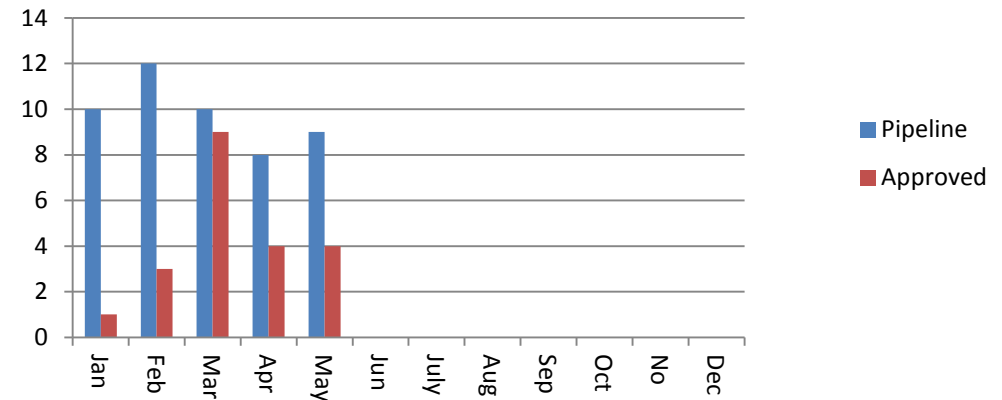
Key Issues

Issue	Score / RAG Status	Mitigations and Most Recent Progress	Review Date
Programme Office Level Issues			
None	N/A	N/A	N/A
Project or Programme Level Issues			
DPIT - Planning system Additional components for Planning and Public Protection's back office system (M3)	Amber	Additional components -. Planning Portal Connector allows a connection to the Planning portal from the Planning system, so that when the public submit applications on line, the Planning system is automatically updated. Media Connector allows planning officers to email directly from the planning system to the customers. Both issues should be fixed via a forthcoming Northgate software upgrade.	30-06-14
DPIT - Planning system Northgate's Document Management Engine (DME) for Land & Property	Amber	DME is the link between the two systems: M3 Planning system and the I@W document management system. There is an issue stopping the two systems fully sharing information, forcing the business to find workarounds. Before this issue can be resolved the planning system requires upgrading to the current version.	30-06-14
Individual European Election (IER) May connectivity Test failure	Amber	Office for the Dept of Work & Pensions data for checking has failed. The Council had a similar error last month, which was resolved by a data security access change. The Council has until 26th June 2014 to resolve.	27-05-14
Wiltshire Online (Superfast Broadband Rollout) Additional funding to reach 95% coverage of Superfast Broadband announced on 25-02-14 by BDUK (part of DCMS). Councils will be required to match this funding. Uncertainty about whether council can match fund since original funding by council was 3 x original match fund requirement.	Amber	Initial feedback from BDUK is that all councils have to provide match funding. Consideration being given to release £0.5m contingency from the existing rollout to be used as Match funding.	30-06-14

Report Author: Ian Baker
Date Submitted: June 2014

Wiltshire Online (Superfast Broadband Rollout) Potential issues affecting overall % coverage of superfast broadband. BT has flagged that there are a number of cabinets unlikely to be upgraded in their commercial rollout plans.	Amber	Highways and Planning Teams have met with Openreach and Harlequin (contracted by Openreach) and jointly visited, surveyed and discussed each street cabinet. A plan of action has been agreed for each location with a view to resolving the issues jointly. A CAB location protocol has been put together jointly following the visits with a view to minimising the number of cabinets that become at risk. The Council currently does not have any on hold CABs within Wiltshire due to our joint working. Any at risk CABs now sit with BT and it is purely a cost decision that the Council cannot influence at this time.	Monthly
Wiltshire On Line (Supporting Every Adult to be Confident to Use Technology) Digital Volunteer	Amber	A digital champion volunteer has accepted cash payment from a registered Wiltshire Online learner on a number of different occasions. An investigation has been conducted and the outcome has resulted in the volunteer being asked to leave. A final investigation report is currently being authored.	30-05-14
SAP service in-house CGI will propose a new server specification infrastructure that is to be ratified by Wiltshire Council IT.	Amber	The proposed specification is required as early as possible to enable Wiltshire Council IT to confirm compatibility with existing servers and infrastructure and to enable a mirror of the hardware to be prepared in advance of SAP In-sourcing. Wiltshire Council IT is currently reviewing the proposed hardware.	21-05-14
SAP service in-house Assignment of a CGI Project Manager is required to progress a number of activities.	Amber	Request made to CGI to assign a Project Manager to progress project plans and strategies.	19-05-14
Multi-Agency Safeguarding HUB (MASH) It has been noticed within several internal areas that some are unaware on how to refer cases to the MASH unit and still believe that the old Referral and Assessment team are still in place. Video Conferencing unit support Schools liaison post.	Amber	Internal communication needs to be drafted for distribution to all teams. Possibly over the Wire. To be drafted and sent out following launch. Comms Sub-Group being created. Project tem progressing with Transformation Team for on-going technical support of the VC unit. Schools Liaison Post – Following Board meeting this has now been delayed to circa September 2014. Information Sharing Protocols. Latest Board meeting identified areas around Health which need investigating for sign off.	23-05-14 13-06-14 Sept 2014 13-06-14

Military Civilian Integration Specific locations of the distribution of the housing for troops from MOD (dates & numbers of personnel moves) to be able to target increased services Wiltshire Council needs to provide *has just been received. This was later than hoped for at the programme outset.* MOD has advised there is flexibility in its programme to defer unit moves if facilities are not available.	Amber	Continue to check with MOD that there are no further changes and undertake capacity reviews of Wiltshire Council facilities and service levels in the settlements affected to ensure that the right scale of provision is available when required.	30-06-14
Military Civilian Integration A few stakeholders appear dissatisfied with MOD's level of consultation on plans particularly for SFA.	Amber	Several Stakeholder Briefings was hosted by Wiltshire Council/DIO on behalf of MOD and a public meeting hosted by Tidworth Area Board 3 Mar 14 – was positively received so the position continues to improve. MOD consulted on its initial Masterplan (19th February to 1st April 204). The final Masterplan will be consulted 20th May to 17th Jun 2014.	30-06-14
Carefirst Wisdom "add-on" interface	Amber	User logon accounts for Wisdom require manual creation using IS resources. This may pose a potential resource issue. In mitigation, this can be completed in preparation for the live system and will only require manual intervention for new starters to access the system.	16-06-14
XN Leisure Civica payments system	Amber	The facility for customers to make online payments for leisure activities is still not available. This has been escalated on several occasions, but despite several onsite meetings with the supplier, online payments via Civica are still not functioning. Another meeting has been scheduled with the Managing Director of XN for 11th June 2014.	11-06-14

Progress on Key Activities:

Completed in This Period			
Activity	**Date completed**	**On time / late / early**	**Comments**
Programme / Project			
Wiltshire Police Service Integration Programme	01-05-14	Late	Information Services staff transfer completed on 01-05-14. Wendy Moore transferred to Programme Office on 01-05-14.

Report Author: Ian Baker
Date Submitted: June 2014

Wiltshire Police Business Intelligence Qlikview	30-05-14	On time	QlikView is now LIVE Project Phase One completion following a period of user feedback Further development work will be prioritised in order of importance and feasibility Phases Two & Three plan being drafted: a refresh of training for designers and engagement with staff on their new areas of business.
Learning Management & Performance System First stage of the procurement process.	21-05-14	On time	Phase One complete - The Pre-Qualification Questionnaire (PPQ) went out to the market on Wednesday 21st May. Responses must be returned by suppliers by the 20th June with evaluation of the PQQs taking place the week after.
Carefirst (Wisdom) Configuration, training and testing.	May 2014	On time	Completion of overview training sessions for Children's operational staff. Completion of the configuration workshops for adults, children's and fostering and adoption services. Test system configured with fileplans. Process mapping workshops established and initiated. Fileplan agreement at Children's Senior Management Team Meeting. Agreement on final timescales for implementation.
Waste Management Future Service Delivery (FSDM) Tender process	28-05-14	On time	At Cabinet on 20 May it was agreed that an extension to the current contracts with both Hills & FCC would be negotiated for a period of one year. New contracts will thus now commence on 1st August 2017, rather than 2016. Accordingly, a new programme is being developed which will see tender documentation sent to suppliers in September this year, with contracts to be awarded May 2015. This significantly de-risks this project.
Wiltshire Police (Strategic Asset Management Programme) Custody Unit New Build	05-05-14	On time	On track, feasibility report presented 5th May 2014. Costs and high level design agreed.
Wiltshire Online Superfast Broadband Rollout	May 2014	On time	Continue to work with BT, Openreach and Highways to manage deployment and contractor issues. Project team met with suppliers who are looking to bid for BDUK's £10m Competitive Fund. Met with Audit team to develop focus and timeline for Audit review.

Digital Literacy	May 2014	On time	Wiltshire Online Web site: New postcode checker, revised information pages published. Continued development of O365 site – data cleanse completed. This will allow secure sharing of information between Digital Literacy team and volunteer coordinators. Submitted proposal for talk at ND14 (National Digital Conference 2014). Submitted case study of volunteers and learners for inclusion in DEVELOP's 'Thank You' booklet for Volunteer Week in June. Organised Dementia Awareness training for volunteers in May. Met with Age UK Wiltshire to develop opportunities for rolling out the scheme across their offices in Wiltshire.
New Homes and Business Superfast Broadband	May 2014	On time	Council web page launched that features advice for developers regarding installation of superfast broadband. Attended the planners' team briefing at Monkton Park to update them on the new advice webpage. Further purpose of this meeting was to encourage planners to put questions to developers at planning application to consider the importance of inclusion of superfast broadband connectivity in their developments**.** Facilitated a meeting between BT Openreach and Economy & Regeneration to ensure coordinated approach and to provide a route of enquiry for new business sites in Wiltshire.
Superfast Broadband Business Support	May 2014	On time	Peninsula Enterprise working with Wiltshire Council on promoting their service at the Expo in June.
Supporting Every Adult to be Confident to Use Technology	May 2014	On time	Launch of new computer club in partnership with Pinnacle People in Salisbury. The club is designed to help support the long term unemployed learn basic computer skills. Wiltshire Online ran a Dementia Awareness session for its volunteers, with a view to commencing some basic computer support in care homes for people with dementia in the coming months.

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			First video case study of Warminster learner Ros, has now been shot and is currently being edited.
Individual European Election (IER) Received the 3'Grants' awarded for Funding . Internal communications team	19-05-14	On time	Main grant to support IER process and implementation (£182,124), Second grant to cover the cost of the Councils local 'Public Engagement Strategy' (£29,000) - which aims to ensure a high response rate, and ensure the hard-to-reach groups are reached. Third Grant for new ICT hardware (£16,800) – This is for the A3 scanners that are required for the new Registration form. Internal communications team are now assigned to deliver the "Public Engagement Strategy."
Children's Services Fostering & Adoption Business Objects report Writing	12-05-14	On time	Quotation has been received from OLM CareFirst supplier regarding some agreed reports that they would produce. The content of these reports is to answer questions submitted by Ofsted.
Joint Commissioning with CCG Joint Commissioning and Mental Heath update paper presentation	18-04-14	Completed	Dugald Millar presented the Joint Commissioning and Mental Heath update paper to the Joint Commissioning Board. The paper presented to the Joint Commissioning Board was a update on progress to date
Adult Care Document Management Installation and training completed.	05-05-14	Completed	Systems admin training for ICT staff completed. This will allow the ICT staff to configure the document management system in preparation for User testing.
My Wiltshire App and Website Customer Contact Balfour Beatty trained the eight pothole gangs (reactive old material and 2 hot materials).	20-05-14	Completed	PDA's rolled out to ALL pothole gangs with training and support provided.
Insurance Report Required (Exor System).	19-05-14	Completed	Developed and transferred to Live system - Wiltshire's Insurance Team expressed concern with the Attendance appearing on the existing Insurance Claims Report (Inspected Defects). The new report will filter out the defects with Attendance priorities (A1-A5) from the main Insurance Claims Report.
DPIT Planning System Land Charges	12-05-14	On time	Land Charges to test legacy data in the M3 planning system.

Multi-Agency Safeguarding HUB (MASH) MASH continues to move through pilot stages. Delivery Phase 2 – Completed on 01-05-14 Delivery Phase 3 – end date dependant on scope currently being determined.	May 2014	In progress	Pilot of new approach working well & formal review planned Successful MASH launch 1st May 2014 – Positive press feedback. Social Care: Social Workers post advertised, but team manager post not permanent. Access to Police National Database now in place within MASH. Phase 3 includes Schools Liaison Officer appointment.
Wiltshire Legacy Business & Sporting Dinner/Sports Awards	May 2014	In progress	Reviewing requirements for Sports Awards and process for fund applications to make 10 x £500 awards.
Salisbury Big Business Event (7th -9th May 2014)	May 2014	Completed	Event took place 7-9th May 2014 run by Salisbury City Council, with Wiltshire Council supporting.
Active Wiltshire Website	May 2014	In progress	First Quarter Stats: - 2107 unique visits to the site and 2690 visits to the site; good number of visits for a new website. Most popular routes to be directed to the site are through Wilts Council and Thunderclap.
Business EXPO 2014 (19th June 2014)	May 2014	In progress	101 stands fully booked by exhibitors – now full. Speakers booked. Bookings underway for seminar places and visitors on event day. Full marketing programme commenced.
Paralympics/Help for Heroes Cycle Race 2015	May 2014	In progress	Initial scoping meeting attended, and outline of event expectations identified, Wilts Council support/involvement. BG attending meetings.
First World War Commemorations	May 2014	In progress	Wiltshire Wide Commemoration Event: Successful Community Briefing took place at Tidworth 1st May 2014 outlining the content of the main event for 30th July 2014.
SharePoint Delivery of Business Sites	May 2014	On time	Testing phase with HR and Payroll will commence Wednesday 28th of May. Testing will include training as video and e-learning has not been developed for Business Sites yet. The testing will define how the learning will be structured.
	May 2014	Completed	Michele Noad received an award for Records and Information Management Professional of 2014 for her work with SharePoint.
	May 2014	Completed	The test migrations are proving extremely accurate with only 40 errors in 18,000 documents.

Scheduled For Next Period (Including carried forward)			
Activity	**Date due**	**Status**	**Comments \ Planned Actions \ Reason for Carrying Forward**
Programme / Project			
Care Package Review Reconcile Centre for Independent Living Direct Payments	31-05-14	Amber	Completion of work commissioned by the Centre for Independent Living (CIL). Some customers wish to control and assign their own care packages and to allow this funding is paid in to a specific bank account where the CIL can reconcile the payments to ensure that the funding is being used appropriately. Should have been completed at end of March and now scheduled for the end of May.
Wiltshire Police Storage Refresh & Police Led Prosecutions.	>09-06-14	Amber	On track, but no definitive final location - Interim solution for storage in place. Proposed expansion of scope to enable additional remote static terminals in DT/DC, ED, ES is under investigation. A technical solution design is still being drafted. High Tech data migration awaiting MTU completion. Full switch over to new equipment will be done once secure room is built (> 09/06/14).
Wiltshire Police Firearms Licencing	June 2014	Amber	Publication of the Technical Design expected June 2014 with pilot in autumn, then national implementation spring 2015. NFLMS integration options need signing off.
Learning Management & Performance System Invitation to tender (ITT).	24-06-14	Green	Returned PQQs received. Finance and Procurement PQQ Evaluation. Service questions PQQ Evaluation. Complete final draft of Invitation to Tender (ITT).
Carefirst (Wisdom) Process mapping, e-learning and testing.	June 2014	Green	Finish process mapping workshops & communication process guidance for approval. Liaise with training team on creation of eLearning for system. System testing. Superusers identified and trained.
Wiltshire Police (eCommerce Programme) National Integrated Platform	18-06-14	Green	IL2 platform in place; IL3 platform accreditation scheduled for approval by HO*; development and testing environment ready for testing following approval. Handover to SWAG Developer to then follow and phase complete.

Report Author: Ian Baker
Date Submitted: June 2014

Information Disclosure	June 2014	Green	Online Subject Access requests due to go live June 2014
Wiltshire Police ES Decomm – Custody Equipment	27-06-14	Green	Viper: Viper viewings in the police house, Wilton Road; Viper capture in Melksham Custody Suite. Livescan: to be done in Melksham as low volume.
Wiltshire Online Superfast Broadband	June 2014	Green	Monitor and review rollout progress in order to achieve June coverage target.
Digital Literacy	June 2014	Green	Finish training volunteers for test phase of O365 volunteer site. Support Devizes School to run a Big Pledge campaign for more student digital champion volunteers. Presenting at Dinton Women's institute– raising awareness of WOL and the benefits of being online. Presenting at Fairways Retirement Home, Chippenham – raising awareness of Wiltshire Online and the benefits of being online. Meet with Priestley School, Calne to progress computer club idea for parents / carers of pupils. Present to sixth form at John Bentley School, Calne, to generate interest in setting up an intergenerational computer club in the town Shoot 2 further case studies
Refurbished laptops	June 2014	Green	Refurbished laptops expected to be received from Byteback by the end of May. Arrange delivery of laptops to Partners and book appointments for clients of "Action 4 Children" to collect from a Council Hub office.
New Homes and Business Superfast Broadband	June 2014	Green	Attend Planners' Briefing in Salisbury to further raise with developers Wiltshire Council's vision for developers to provided with access to SFBB.

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Car Parking - Review public parking policy and operations, including parking charges. Pre-consultation surgeries	19-05-14	Green	Scheduled with: Westbury TC Trowbridge TC Corsham TC Chippenham TC (Cllrs Packard and Phillips) Amesbury TC Salisbury CC
European Elections European Elections Go-Live	25-05-14	Green	Postal Vote Processing commences on 22-05-14. Verification of votes commences on 23-05-14. Vote count commences on Sunday 25-05-14.
IER (Individual Electoral Registration) Upgrade to the "eXpress" elections software system	10-06-14	Green	Work with Elections & Application Support to ensure the planned upgrades to the "eXpress" software system are functional.
DPIT Planning System West Development and Building Control data	16-06-14	Green	The data is being loaded over two weekends in to the live M3 Planning system.
Housing Phase Two Module go-lives	30-06-14	Green	Go-Live of the House call integration within I-Housing which provides a pictorial view of a house and send photos back allowing maintenance staff to go out to make repairs. Go-live with the I-Contractor module which allows external access to the list of external housing maintenance contractors. The contractor will be able make the repairs and update to the housing system that the repairs have been made.
My Wiltshire App and Website Customer Contact BBLP - 8 crews to be fully operational / not supported BBLP – all remaining staff operational Insurance Report (in LIVE)	08-06-14 08-07-14 30-05-14	Green	BBLP Tom West to deliver. BBLP Tom West to deliver. To be signed off by Insurance team (Richard Woods).
999 Telephony Refresh Configure remaining handsets for rollout to ECC	06-07-14	Green	Need to also move existing units from FCC to ECC and co-ordinate with APD communications.
Wiltshire Legacy			

Project: Business EXPO 2014			Completion of Risk Assessment and Contingency Planning. Continued marketing for event visitors and seminar attendees.
Project: Wealth of Wiltshire	End of May	Green	Planning for further local and atrium based events to be scheduled (Christmas Fayre).
Project: Tour of Britain 12th September 2014			Planning and development of involvement to be established.
Paralympics/Help for Heroes Race 2015			BG continuing to work with Help for Heroes and Tedworth House to establish Wilts Council support requirements for Race in 2015.
Project: Magna Carta			Details of events to be confirmed and planning detail for Wilts Council involvement.
SharePoint			David Mayes will take over SharePoint Programme management on 30th June 2014.
Resource allocation	End of June	Green	Migration to live Business Site environment for HR is planned for end of June 2014 after any issues from testing are resolved.

Dependencies

Title	Owner	Due Date	Comments

Recommendations and Requests for Decisions or Support

None

Transformation Service Highlight reports

Team	Link to the location for all HL reports
Systems Thinking	Link
Strategic Asset Management	Link
Springfield Campus	Link
Transformational Change	Link

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Wiltshire Council

Overview and Scrutiny Management Committee

8 July 2014

Scrutiny Report on Broadband from Cllr George Jeans

Sarah Cosentino is the Business Analyst for Wiltshire Council, Sarah and Ian Baker are my contacts.

How and what Wiltshire Council communicate to its residents and members has been challenging. It is a complex and fluid infrastructure build over a number of years. Residents are used to getting full and detailed information about other council services and have felt that the Superfast Broadband roll out is not transparent enough.

The team fully understand the needs of residents and members and has had to balance them with the level of information that is felt to be Commercially Sensitive and the complexity of the roll out. The technology we deploy and the timeline is very dependent on the results from the on the ground surveying. We are steadily working through the surveying but we cannot survey every premise in every area at the same time and the surveying process will continue across the life of the deployment delaying a clear message to some homes scheduled later in the programme.

We have been constantly reviewing our communications approach and working through opportunities with both BT and BDUK (Government Broadband Delivery project).

In May we launched a postcode checker on our website which coincided with a big announcement detailing the homes and business that can order a Superfast service. Following the announcement we will see the number of homes that can order a new service steadily rising so we will be regularly updating our website and sending information to the relevant Parish Councils and Area Boards.

GWB Programme

The GWB programme is split into several phases and milestones. The Wiltshire project has 8 geographical phases. Each phase has four milestones within it, as follows:

- Milestone 0 – Planning and surveying (planning the network, surveying underground ducts and planning where the new fibre street cabinets and over-ground equipment will go).
- Milestone 1 – Network build (Installing equipment in the Exchanges, building the fibre spine network, installing the new cabinets, connecting the power supply).
- Milestone 2 – Ready for service
- Milestone 3 – Customer take up

At the completion of milestones 0, 1 and 2, BT is able to claim for the work undertaken to complete the milestone. BDUK has developed an assurance process called Milestone To Cash which the councils should use in order to validate the claim. This Milestone to Cash process sets out the assurance process that the councils should follow in order to pay the milestone claims from BT.

Wiltshire Council has completed the Milestone to Cash assurance process for Phase 1 Milestone 0 and made their first payment to BT in March.

The team are confident with the process and attend the regular training sessions hosted by BDUK. The team have involved South West Audit from the beginning of the process and we met with them again in April to provide an update. The team are now working on the second Milestone to Cash claim with funds due to be paid to BT end of June.

Superfast Extension Programme

The contract with British Telecom is to deliver 24Mbps + service to as many homes and businesses in Wiltshire with the funds available and the roll out has been designed accordingly. Central Government has acknowledged though investment in superfast broadband across the country has been significant, it has not been able to provide 100% coverage in most local authority areas and it has made further funds available as part of the Superfast Extension Programme (SEP).

In September 2013 central government announced the Superfast Extension Programme (SEP) an additional 250 million pounds to extend the superfast broadband coverage by 2017. The Superfast Broadband Extension indicative funding allocation (£m) for Wiltshire, South Gloucestershire and Swindon has been confirmed as 4.97.

The Wiltshire Online Programme Board and Wiltshire MPs wrote to BDUK stating that significant 'over match' of funding was provided within the existing programme of work (phase 1) and that this should be taken into account for Phase 2. BDUK have not accepted this argument and stated that any superfast extension funding requires the council to match. Wiltshire Council have yet to identity match funding opportunities.

The current infrastructure is a key factor and the costs of changing the existing copper network is prohibitive in some cases. The aim of the project is to achieve the best possible long-term broadband coverage for Wiltshire with the resources and budget available. All should get a minimum of 2Mb

The following may give you an understanding of some terminology.

FTTC (Fibre to the Cabinet)

Connected to a existing copper cabinet (PCP)

New fibre cabinet (DSLAM)

Roll-out

The roll-out is based on a number of factors including local demographics and geography, planning requirements, the existing engineering infrastructure and the availability of suitable technologies to provide a service. Other designs were considered, for example connecting rural areas first, followed by larger villages and towns but doing so would result in a time-consuming and costly project, and would ultimately reduce the number of premises we are able to deliver superfast broadband to.

According to the media, nationally BT have had some initial problems with too many customers prepared to pay a premium in some areas, the resulting local speed not increasing by that it should. Hopefully this will not affect anywhere in Wiltshire.

With regards to the Area Boards, Wiltshire Online and BT are due to attend every Area Board and the team are working closely with all community area managers to put together a rota that best reflects progress of the rollout across the county.

Cllr George Jeans

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Wiltshire Council
Where everybody matters

Councillors Briefing Note
No. 185

Department:	Transformation	***Further Enquiries to:***	Marie Nash – Project Officer
Date Prepared:	April 2014	***Direct Line:***	01225 712617

Wiltshire Online Programme – January to March 2014 news update

The Wiltshire Online programme aim is to remove the barriers to getting online for the residents of Wiltshire. Cost, skills and infrastructure have been identified as the three biggest barriers and progress is being made to remove all of these.

Summary of Progress

- The Great Western Broadband (GWB) has released the names of the third communities to benefit from the project and residents will be able to order improved broadband from end of summer 2014
- The Wiltshire Online website has undergone further development and an 'Exchange Area' map has been published to advise residents when fibre broadband work is expected to begin in their area
- Superfast Business support successfully launched and several animation events held across the county with more due in the coming months
- A team of volunteers are delivering free basic IT support across more than 85% of the county
- The refurbished laptop pilot was a success and further laptops have now been secured to be distributed to eligible Wiltshire residents

Refurbished Laptops

All 150 laptops from the original pilot have now been issued to Carers Support Wiltshire and Age UK Salisbury, with Carers Support Wiltshire already requesting more to be delivered. The success of this pilot has led to a further 300 laptops being provided by Wiltshire Council ICT. We have completed a procurement exercise to determine the supplier for the refurbishment and we are pleased to say that the contract has been awarded to Byteback. The first 100 have been collected by Byteback and will be returned refurbished in April ready for distribution. We have continued to meet with other potential partners and although they have been incredibly excited by the project they have not been in a position to provide a distribution service. We are currently exploring other opportunities as to how we can better target vulnerable families, and those with a disability.

CM08049/F

Digital Literacy

In January 2014, a new Wiltshire Online computer club was launched in Bradford on Avon. The club runs every Monday afternoon in the town library, providing local people with the opportunity to get free support with the basics of computers, tablets and the internet. Learners can either bring their own equipment, or use one of the computers provided. The club is run by the Wiltshire Online volunteer coordinator for Bradford on Avon, with support from his team of local digital champion volunteers. At the end of January, Wiltshire Online launched its partnership with Job Centre Plus, Chippenham. We now have one of our digital champion volunteers attending the Job Centre one morning per week to support job seekers, who have either no, or very poor IT skills and are keen toearn how to access the Government Gateway, use Universal Jobmatch, word process a CV and more. This partnership has proved very successful and the Job Centre is keen to extend our work to other centres across Wiltshire.

February saw the launch of an exciting new partnership with Chippenham Rotary Club. Wiltshire Online has successfully supported Rotary to set up a free computer club in the heart of Chippenham, by providing the Rotarians with digital champion training as well as advice and guidance on how to run a successful club. Our volunteer coordinator for the Chippenham area continues to help manage the flow of learners attending the club.

Our team of volunteers is continuing to grow. To date, we have more than 80 digital champions providing free, one-to-one computer support in various community areas across the county. January also saw a refresh of our partnership with Devizes School, when the Wiltshire Online team trained another group of 15 sixth form students to become digital champions. These young people are now providing support at Wiltshire Online's Devizes Computer Club under the direction of an adult volunteer.

Finally, Wiltshire Online's digital literacy programme has recently featured in a national publication by Carnegie UK Trust, showcasing our work and proving that we are leaders in this field. The publication can be accessed here: http://www.carnegieuktrust.org.uk/publications/2014/making-digital-real

For more information about how you can support the digital literacy project in your area please contact Jenny Wilcockson on 01225 793 349.

GWB Broadband rollout

In January 2014 our third community announcement was made that detailed the next set of communities that would benefit from the rollout by end of summer 2014.

In March 2014, a 'Where and When' map was published on the Wiltshire Online website to provide residents with information about the planned rollout. However, in an effort to share as much information as we are able, we are currently working on a postcode checker which is due to be available in May 2014. The postcode checker will advise residents where they are in the rollout and will be updated on a weekly basis with information on cabinets as they become ready for service.

Some of our earliest communities are now live, such as Royal Wootton Bassett,and the team is working with our communications department on a press announcement for May to advertise the improved website and promote the cabinets that are ready for service.

Superfast Broadband Business Support:

Peninsula Enterprise, in partnership with Business West, are offering fully funded support to help ambitious businesses in Wiltshire identify, maximise and profit from the opportunities that superfast

broadband and new technologies present. *More than 1,500 eligible businesses in Wiltshire are set to benefit from a £1 million investment from the* European Regional Development Fund (ERDF) and Wiltshire Online to help them exploit new digital technologies enabled by faster broadband.

Visitors to the Knowledge Hub - http://www.superfastbusiness.co.uk/ - are increasing with more than 2000 users registered on the site. More than 80 referrals across the south west region have been raised as a result of businesses accessing the eligibility checker.

Free events continue to be held on a monthly basis across the county which eligible businesses are invited to attend – these events cover a host of topics focused on maximising business potential through the exploitation of digital technologies.

MIP (Mobile Infrastructure Project)

Research of site areas is continuing throughout the UK by the approved supplier Arqiva with Harlequin. Potential sites have been identified in Wiltshire, however further investigation is required in terms of accessibility to power, line of site and cost before commitment can be made to the sites they will proceed with. Continued contact is being maintained with Arqiva and Harlequin to understand the current status.

More information is expected in the autumn.

General queries

The Wiltshire Online website (www.wiltshireonline.org) is intended to be the first port of call for any member of the public. We will regularly update the website throughout the course of the programme.

Marie Nash
Project Officer, Programme Office
Wiltshire Online

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Wiltshire Council   **Agenda Item No.**

Overview and Scrutiny Management Committee

8 July 2014

Update from the Centre for Public Scrutiny Annual Conference 2014

1   On 10 June Cllrs Simon Killane and Gordon King attended the Annual Centre for Public Scrutiny (CfPS) Conference entitled *"You have reached your destination: scrutiny's role on the road to better places"* alongside Emma Dove, Scrutiny Officer. This was a valuable opportunity to network with and learn from scrutiny colleagues from across the country as well as evaluate the overall position of scrutiny nationally and how we can all help in driving the function forward in terms of impact and perceived value.

2   There was an opportunity to look at scrutiny projects from other authorities and vote on the project that we felt was worthy of the *"Scrutineers' Choice"* award to signify which piece of work was felt to be the best example of a scrutiny project by conference delegates. This was awarded to the London Borough of Newham for their piece entitled: *"Pathways to young people's mental health and well-being"*.

3   A presentation was also given by last year's winner of the award, Boston Borough Council, to see where they were a year on to demonstrate the importance and long lasting effects a good piece of scrutiny can have.

4   Some key messages that came out of the conference were to be proactive in our approach to scrutiny and work towards instilling improved structures for accountability. Developing constructive working relationships with relevant partners and external bodies was also considered to be a powerful item in the scrutiny toolkit. This can also be extended to the wider scrutiny network in using each other's experiences to develop our own and drive the scrutiny function forward and demonstrate its impact and added value.

5   A series of workshops were provided to facilitate collaborative and useful discussion on important areas such as Health, Police and Crime Panels and Safeguarding. This involved a presentation from a field expert to contextualise and inform discussion on how the scrutiny of the topic may be improved and to share best practice.

6   The second day to the Conference was a Scrutiny Camp which Cllrs Gordon King and Alan Hill attended alongside Emma Dove, Scrutiny Officer. This involved a pitching session with all delegates to suggest topics for discussion based on what colleagues felt they would benefit from seeking the view of others and sharing ideas. In particular, Cllr Alan Hill lead a session on the scrutiny of Local Enterprise Partnerships, an exercise upon which we are just embarking, to seek the views and experiences of colleagues in doing the same as this area is relatively unchartered territory at present. The main focus of the discussion was the difficulty in establishing a good working relationship

with the LEP as a body whereby they have no obligation to be scrutinised by the authority, however it seems that in comparison we as a Council are making successful inroads on this and have prioritised this correctly. Other sessions of note include: the use of social media to promote the scrutiny function by individuals, the scrutiny team and as councillors; scrutiny of major contracts and the added value of this and the importance and methods of effective work programming.

7   Cllrs Gordon King, Simon Killane and Alan Hill will update further at the meeting.

Emma Dove, Scrutiny Officer
Corporate Office

Wiltshire Council

Overview and Scrutiny Management Committee

8 July 2014

Update Report from the Financial Planning Task Group

The Task Group met on 27 May with Michael Hudson, Head of Finance and Mark Gwynne, Interim Head of Corporate Support.

1   The following financial updates were received

- Revenue Outturn report for 2013/14 .This went to Cabinet on 17 June showing an overall underspend avoiding draw down on reserves;
- The main area of concern in terms of overspend is in services for disabilities (services to adults with learning disabilities and the 0-25 service for children and young people with SEN and disabilities) with a probable shortfall in 2014/15, largely due to complexity in care packages and the county's demographic. A full review of costs across all age groups is currently underway;
- General fund reserves are to increase significantly, including an earmarked reserve of £8.65 million to fund the Business Plan priorities and to support and implement opportunities and risks;
- Initial RAG rating for the start of the financial year: 79% of £26 million are green, 19% to be delivered are amber and 2% red which constitute the savings pressures.

The Task Group's next steps will include the analysis of some key strategic and corporate target savings in depth, in particular the savings targets for transport. We shall also track the outturn changes, and look at the impact of these together with other possible changes on the Business Plan revised financial profile.

2   The development of the new corporate performance regime

This was also discussed and provided the Task Group with the opportunity to access the regime as soon as practically possible and to make positive contributions to its development. The Citizen's Dashboard website is to be the mechanism for meeting public transparency requirements and is the current main focus whilst the measures for assessing internal performance are further enhanced. The public facing information will be ready shortly.

The internal performance measures are being designed in order to produce a meaningful and well rounded view of what we are doing in the context of the Business Plan. In order to create an encompassing mechanism for measuring our success, the actions, measures and risks are being integrated and tied back to the Business Plan: demonstrating how the Council is delivering on its priorities in a

practical manner. To support this there is an agreed set of Corporate Measures to demonstrate progress against the Business Plan, as a whole, and seven sets of Thematic Measures to demonstrate progress against each of the outcomes and the set of principles.

Overall there will be a move towards aligning actions, risks, performance measures, financial management/budgets and financial plan.

Overview and Scrutiny Work Plan

Committee	Review / Task Group	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Scrutiny Officer	STATUS (incl. date)
		Cabinet 18th Mar	Cabinet 22nd April	Cabinet 20th May	Cabinet 17th Jun	Cabinet 22nd Jul		Cabinet 16nd Sep	Cabinet 7th Oct	Cabinet 11th Nov		
				Council 13th May		Council 29th Jul			Council 21st Oct			
O & S MANAGEMENT	Financial Planning Task Group	Ongoing									PK/ED	Next meeting to be arranged to co-incide with first budget monitoring report to Cabinet in September
	Review of Area Boards Task Group	Management 4 March									HP	Possible further scrutiny on implemtation of recommendations
	Swindon & Wiltshire Local Enterprise Partnership (LEP) Task Group		Management 29 April	Review in progress							ED	Joint with Swindon BC. Officer meeting held, member briefing arranged and first joint task group meeting to be in September
	Campus Governance										HP	Timing and details to be decided
	Broadband Rollout					Update report					PK	Appointed scrutiny rep on project board to report periodically
	Development of the Procurement Service						Report expected				PK	Outcome of the consultant's report expected to be available for September meeting
	Housing AllocationPolicy Implementaion	Update									PK	To review implementaion effectiveness at appropriate time
	Member Renumeration		Management 29 April								PK	New Scheme agreed for 2014/15
	Scrutiny Representation or Project Boards		Management 29 April			Development report					PK	Process reviewed / Regular updates provided to Committee by appointed representatives
	OS Annual Report 2013/14		Management 29 April								PK/ED	Online version approved and available
	Scrutiny Training		Management 29 April	Review in progress							PK/ED	Events held on 15 October and 24 March, and 15 July planned
	Supermarket Levy motion					Update requested					PK/ED	Member briefing arranged by CDG
CHILDREN'S	Apprenticeships in Wiltshire	Children's March 2014									HP	Covering council facilitation of apprenticeships and the council's use of apprentices as an employer
	Early Help Strategy - update				Children's June 2014						HP	Draft Strategy recv'd Dec 2013. Update on final version and imp' plan requested. CSC to monitor success indicators.
	Final Report of the Positive Leisure Activities for Young People Task Group			Children's May 2014 (extraordinary)							HP	This task group was established to respond to the consultation on a Cabinet review of youth activities.
	Executive response to the 18 month review of the FE in the Salisbury Area Task Group	Children's March 2013									HP	
	Safeguarding Children & Young People Task Group	Review in progress									HP	Next meeting 12 September.
	Education for 16-19s Task Group	Review on hold									HP	On hold due to singificant changes in relevant council departments.
	SEND Task Group	Review in progress									HP	Next meeting 11 July.
	Early Help Strategy Task Group	Awaiting approval from O&S Management Committee									ED	To look at how to monitor delivery of the Early Help Strategy. To be ratified by the Management Committee

1 of 3

Date printed   30/06/14

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	Schools and the Local Authority Task Group				Review in progress						HP	Currently meeting with schools to discuss their persepctives on the LA's educational services.

Page 40

Overview and Scrutiny Work Plan

Committee	Review / Task Group	Mar-14 Cabinet 18th Mar	Apr-14 Cabinet 22nd April	May-14 Cabinet 20th May	Jun-14 Cabinet 17th Jun	Jul-14 Cabinet 22nd Jul	Aug-14	Sep-14 Cabinet 16nd Sep	Oct-14 Cabinet 7th Oct	Nov-14 Cabinet 11th Nov	Scrutiny Officer	STATUS (incl. date)
ENVIRONMENT	Community Infrastructure Levy (CIL) Task Group										MM	Task Group presented proposed rate of CIL to ESC and Cabinet Dec 13. Work to continue pending adoption of Core Strategy.
	Waste Task Group										MM	Task Group presented final report to ESC and Cabinet Dec 13. Awaiting report on Affordable Plan
	Adoptable Estates Task Group		Review in progress					Environment Sept 2014			MM	Task Group reviewing systems and communications around planning processes Report to Committee Sept 2014
	Investing in Highways										MM	Task Group due to scrutinise involvement of Area Boards and how money to be allocated.
	Car Parking Review				Review in progress						MM	Task Group to visit 3 LAs in July to view/discuss cashless technologies.
	20 mph Policy				Review in progress						ED	Task Group to review developing policy.
	Highways and Streetscene Contract BBLP		Environment April 2014					Environment Sept 2014			MM	Task Group to review BBLP performamnce after 1 year; report to Committee Sept 14.
	Flood Plan Annual Report		Environment April 2014					Environment Sept 2014			MM	Update report received April. Revised flood plan to Committee Sept 2014.
HEALTH	Tranfers to Care Task Group				Review in progress						ED	Task Group reviewing impact of measures to reduce DtoC figures.
	Continence Services Task Group	Review in progress		Health May 2014							MM	Final report to Committee May 2014. Following up recommendations with CCG.
	Review of AWP/Dementia Services			Review in progress				Health Sept 2014			MM	Task Group reviewing provision of revised dementia services.
	Help to Live at Home										MM	Task Group to commence July 2014 to consider Peer Review on HTLAH.
	Local Safeguarding Adults Board Annual Report							Health Sept 2014			MM	Annual Report to Committee Sept 14
	Public Health Annual Report							Health Sept 2014			MM	Annual Report to Committee Sept 2014

Date printed 30/06/14

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