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OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

MINUTES OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE MEETING HELD ON 5 JANUARY 2016 AT KENNET ROOM - COUNTY HALL, TROWBRIDGE BA14 8JN.

Present:

Cllr Simon Killane (Chairman), Cllr Alan Hill (Vice Chairman), Cllr Glenis Ansell, Cllr Chuck Berry, Cllr Christine Crisp, Cllr Howard Greenman, Cllr Gordon King, Cllr Jacqui Lay, Cllr Stephen Oldrieve, Cllr Jeff Osborn, Cllr Tony Trotman, Cllr John Walsh, Cllr Bridget Wayman and Cllr Ian Thorn (Substitute)

Also Present:

Cllr David Jenkins, Cllr Baroness Scott of Bybrook O.B.E, Cllr Bob Jones MBE, Cllr John Thomson and Cllr Philip Whitehead

1 Apologies

Apologies were received from Councillors Jon Hubbard and Stewart Dobson.

Councillor Hubbard was substituted by Councillor Ian Thorn.

2 Minutes of the Previous Meeting

The minutes of the meeting held on 3 November 2015 were presented for consideration, and it was,

Resolved:

To APPROVE and sign as a true and correct record.

3 Declarations of Interest

There were no declarations.

4 Chairman's Announcements

Through the Chair there were the following announcements:

1) Following the meeting of Council held on 24 November 2015 it was announced that Councillor John Noeken had been removed as a

member of the Committee, with Councillor Tony Trotman added as a member of the Committee.

On behalf of the Committee the Chairman expressed thanks to Councillor Noeken for his extensive contributions to the Committee and extended Overview and Scrutiny work.

2) The latest learning and development workshop for councillors had been arranged for 2 March 2016 on clarifying the roles and working relationships between executive and scrutiny functions.

5   **Public Participation**

There were no questions or statements submitted.

6   **MyWiltshire App**

On 27 October 2015 the Environment Select Committee received a report from the Highways and Streetscene Task Group on the early termination of the highways contract with Balfour Beatty. Recommendation 8 of the Task Group was endorsed as follows:

O&S Management Committee to determine overview and scrutiny's involvement in the development of the My Wiltshire app as it becomes an increasingly important conduit through which residents can report a range of issues to the council.

The Management Committee therefore received a presentation from Ian Baker, Head of the Programme Office, on the development of the MyWiltshireApp ("the app"), an application for members of the public to report a range of issues directly to council officers including the reporting of instances of potholes, flytipping, abandoned vehicles, rights of way issues and other matters.

The Committee was provided with a demonstration of how the app operates, with the public able to fill out details of specific issues, upload photos, tag the issue to a specific location, and then receive notifications as officers assess and progress through resolution of the issue.

It was emphasised that although the app had first been utilised in respect of Highways issues, it formed part of a broader digitisation strategy within the council to make reporting on issues in relation to an increasingly wider series of council services and therefore public engagement simpler and more accessible, while simultaneously utilising the technology to automate processes to increase efficiency in logging and responding to the reports.

The Committee then discussed the most appropriate method for scrutiny to add value to the ongoing development of the use of the MyWiltshireApp, and providing comment on its current use, potential future uses and how to maximise its effectiveness, and other points including the following:

- Members discussed the current services which the public could report on using the app, and where there was potential to increase this to other council services. It was noted that some public facing services might not be suitable for such a reporting mechanism, and that any rollout would need to be carefully managed, in particular the order in which services were added to ensure that services were prepared to meet what would be hoped to be an increased level of reporting and engagement.

- Some members, while welcoming efforts to increase engagement with the public on service issues, queried whether service areas would face resourcing concerns should the level of reporting of issues increase as a result. In response the Cabinet Member for Highways and Transport, Councillor Philip Whitehead, and the Leader of the Council, Baroness Scott of Bybrook OBE, emphasised that the public were increasingly expectant about council's offering such digital based servicing of their needs, and that any increase in reporting would not impact on resource levels, as the number of issues remained the same even if they were unreported, they were simply harder to identify and resolve.

- It was also stated that although the logging, tracking and resolving of reported issues through the app was also significantly more cost effective than other reporting methods, the digitisation project was focused on improved customer engagement and process efficiency, and those unable or unwilling to utilise the app, would continue to be able to report service issues using current methods.

- The Committee also discussed whether other services or partners operated or were planning to operate similar reporting systems. It was stated that Wiltshire Police in partnership with Wiltshire Council were to make use of the app, and other councils contacted to share ideas. Where other commercial apps might offer an appropriate platform for specific services this would be assessed, although the Committee supported the intention to minimise the number of separate reporting systems to maintain a simple interface for customers.

- In response to queries it was reported that the app also offered features for mobile working opportunities, allowing officers to access and update the status of issues while out in the field.

- A key aspect of the development of the app would be dependent on determining its current usage and effectiveness, with analysis of feedback on the functioning of the app itself and the processes and operations behind it in order to measure its success, and identifying which aspects were most utilised and whether specific areas were utilising it more, and therefore how to replicate that increased awareness in other community areas.

- Specific issues raised during discussion of current operation of the app included the need for guidelines or protocols on how issue statuses were assigned, in particular whether a matter was referred or scheduled for further work, or officially resolved and closed, and when the reporter would receive that notification. It was noted this was largely a cultural rather than technical

concern, regarding individual officers and teams not labelling an issue as closed when it was passed to another service for final resolution.

- Another issue raised included whether it would be possible and useful for local members to be provided with access to community specific updates on reported issues in the same manner as an officer assigned to a specific area, as the public for an area could expect that their local representative would be kept informed of such issues and then attempt to raise it with the member. Whether it would be possible for someone reporting an issue to be made aware of whether the matter had already been reported by another person, and how many, was also raised.

- Finally, the Committee discussed the most appropriate method of assisting with the assessing of potential complications, risks and opportunities with increased utilisation of the app across current and other services. It was strongly considered that although the current use had largely focused on highways issues, given the broader digitisation strategy, any future scrutiny should report back to the Management Committee itself.

At the conclusion of debate, it was,

Resolved:

1) **To establish a Digitisation (including MyWiltshireApp)Task Group to review the current and future development of the MyWiltshireApp and other opportunities to digitise service engagement with the public;**

2) **To delegate to the Chairman and Vice-Chairman to prepare Terms of Reference for the Task Group in consultation with the Project Lead, and seek expressions of interest from members to serve on the Task Group.**

3) **To report back to the next meeting on progress.**

7   **Forward Work Programme**

The Committee received updates from the Chairman or Vice-Chairman of each Select Committee as follows:

Children's Select Committee (CSC)
The Committee was informed of the recent and forthcoming work of the CSC, including assessing case management systems for child social care, adoption services and positive leisure time activities.

The Committee also received updates on the task groups of the CSC, including the ongoing Child Sexual Exploitation Task Group, including that feedback was being requested from all Area Boards on recent presentations on Child Sexual Exploitation, and the Committee endorsed efforts to encourage all community areas to consider what they could do to further publicity and action on the topic.

Environment Select Committee (ESC)
The Committee was informed of the recent and forthcoming work of the ESC, including approving terms of reference for the Waste Services Task Group following changes to household recycling centre opening times.

It was also noted an extraordinary meeting had been arranged for 12 January 2016 to consider the new Highways contract following the early termination of the contract with Balfour Beatty.

Health Select Committee (HSC)
The Committee was informed of the recent and forthcoming work of the HSC, including a creation of an outcome assessment system to evaluate the work of the committee, and items on pressures within Acute Hospitals, NHS Health Checks and the executive response to the Final Report of the Avon and Wiltshire Partnership Joint Health Scrutiny Working Group.

The current forward plan of the HSC was circulated as detailed here.

8   **Final Report of the Campus Governance Task Group**

Following the final report of the Review of Area Boards Task Group in 2014, the Committee received a presentation on 7 July 2015 from the Cabinet Member for Communities, Campuses, Area Boards and Broadband, Councillor John Thomson, and the Associate Director (Communities and Communication), Laurie Bell, on the status of the Campus Programme, its challenges and future proposals, and how scrutiny could add value to the continued progressed of the programme.

It was determined that a Task Group be formed to consider the future governance arrangements for the campuses, and terms of reference and membership of the Task Group was confirmed by the Committee on 8 September 2015. The Task Group met on seven occasions between 7 October and 18 November 2015.

The Chairman of the Task Group, Councillor Christine Crisp, stated it had been challenging to assess the issues surrounding governance of campuses, currently referred to as Health and Wellbeing Centres (HWCs) due to the varied nature and composition of each area board and its community area, and that an attempt had been made to establish a suitable framework which could form the basis of adaptable local governance arrangements. Councillor Crisp expressed thanks to all seven members of the Task Group for their efforts, and also to the officer support particularly from the scrutiny team. The recommendation of the Task Group was to refer a series of questions and a proposed framework for campus governance to the Cabinet Member for a response.

The Committee discussed the report, and thanked the Task Group for a comprehensive report from such a relatively short period of examination.

The key issues raised by the Committee were about the proposed Community Area Health And Wellbeing Governance Body Terms Of Reference (Appendix) and included chairmanship of the campus governance body, whether the meetings of any governance body should be held in public or private, the level of information that would be provided to the governance body and the role of the governance body. The Cabinet Member in response stated campus governance bodies would not be party to normally exempt information, and supported a model which met publicly.

As had been explained by the Chairman of the Task Group it was appreciated by the Committee that these would not be issues that could be easily resolved and that further work would be required by the Task Group, in consultation with the Cabinet Member, to review the proposed Terms of Reference and further evidence the benefits and reasons for some of the Terms of Reference, including chairmanship, private or public meetings, and role of the Governance Body.

At the conclusion of debate, it was,

Resolved:

1) **To thank the Task Group for their report on Campus Governance and refer the recommendations within the report to the Cabinet Member for response, excluding the proposed Community Area Health And Wellbeing Governance Body Terms Of Reference (Appendix), therefore:**

   That the Cabinet Member for Cabinet Member for Communities, Campuses, Area Boards and Broadband;

   a) **Ensures there is clear delineation of the roles of area board, governance body and Health and Wellbeing team with regards to the HWC and delivering the community area's priorities as this would be crucial in maintaining supportive and harmonious working relationships between the three;**

   b) **Considers a review of the role and delegated powers of the area boards, as defined in the council's constitution, if it is necessary to ensure that these would enable the area boards to fulfil its role with regards to the governance of campuses;**

   c) **Considers offering some administrative support for the Governance Body;**

   d) **Considers if, and if appropriate when, the Task Group should be reconvened in 2016 to provide constructive input to the development of "A communications strategy for keeping communities informed about progress with revised campus developments".**

2) **To ask the Task Group to continue its work and review the proposed Community Area Health And Wellbeing Governance Body Terms Of Reference, taking into account the comments made by the Committee as well as the official response to the Committee from the Cabinet Member, as per 1 above, once received.**

9   **Management Committee Task Group Updates**

The Management Committee received the written updates and further verbal updates on its Task Groups as follows:

Military Civilian Integration Partnership Task Group

The report of the Task Group was received, and the Leader of the Council, Baroness Scott of Bybrook OBE, confirmed she had assisted the Chairman of the Task Group, Councillor Alan Hill, with further connections to military partners to further enable its future work.

Resolved

1) **To confirm the continuation of the task group in order to receive additional evidence from the Executive and partners about the progress of MCIP and its relationship with Wiltshire Council's other priorities and plans.**

2) **To refocus the task group to concentrate on the work around the impact of Army Basing as the single largest work stream in the MCIP.**

3) **To expect an update report later in the year to include details of communication of the advantages of Army Basing, the financing of the programme as a whole and the chairman of the task group's involvement in the upcoming peer review.**

Swindon and Wiltshire Local Enterprise Task Group

The Chairman of the Task Group, Councillor Alan Hill, presented the written update as detailed in the agenda.

Financial Planning Task Group

In addition to the written update, the Chairman of the Task Group, Councillor Glenis Ansell, stated that the council overspend for the financial year had been reduced since the last meeting, and a balanced budget would it was hoped be achieved by the end of the financial year.

10   **Urgent Items**

There were no urgent items.

11   **Date of Next Meeting**

The date of the next meeting was confirmed as Wednesday 3 February 2016 for consideration of the executive proposals for the council's budget. A briefing for all councillors would be held on Tuesday 2 February 2016.

An additional meeting would be held on Friday 12 February 2016 to consider any amendments to the executive budget proposals from other political groups and councillors.

The next ordinary meeting was confirmed as Tuesday 1 March 2016.

(Duration of meeting: 10.30 am - 1.15 pm)

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

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