

AGENDA

Meeting: Overview and Scrutiny Management Committee

Place: Kennet Room - County Hall, Bythesea Road, Trowbridge, BA14 8JN

Date: Wednesday 29 May 2024

Time: 10.30 am

Please direct any enquiries on this Agenda to Ben Fielding - Senior Democratic Services Officer of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718656 or email benjamin.fielding@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 Graham Wright

Cllr Christopher Williams

Cllr Richard Britton

Cllr Gavin Grant

Cllr Ruth Hopkinson

Cllr Jon Hubbard

Cllr Tony Jackson

Cllr Johnny Kidney

Cllr Gordon King

Cllr Jerry Kunkler

Cllr Tony Pickernell

Cllr Pip Ridout

Cllr Tom Rounds

Cllr Jonathon Seed

Cllr Jo Trigg

Substitutes:

Cllr Steve Bucknell

Cllr Clare Cape

Cllr Ernie Clark

Cllr Brian Dalton

Cllr Jacqui Lay

Cllr Dr Nick Murry

Cllr Ian Thorn

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Please see the agenda list on following pages for details of deadlines for submission of questions and statements for this meeting.

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AGENDA

PROCEDURAL DOCUMENT (Pages 5 - 6)

Standard Scrutiny Questions for Councillor Reference

1 **Election of Chairman 2024/25**

To elect a Chairman for the forthcoming year.

2 **Election of Vice-Chairman 2024/25**

To elect a Vice-Chairman for the forthcoming year.

3 **Apologies**

To receive details of any apologies or substitutions for the meeting.

4 **Minutes of the Previous Meeting (Pages 7 - 22)**

To approve and sign the minutes of the meeting held on 12 February 2024.

5 **Declarations of Interest**

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

6 **Chairman's Announcements**

To receive any announcements through the Chair.

7 **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 on the front of the agenda 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 on the front of this agenda no later than 5pm on **Tuesday 21 May** in order to be guaranteed of a written response. In order to receive a verbal response, questions must be submitted no later than 5pm **on Thursday 23 May**. Please contact the officer named on the front 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.

8 **Corporate Performance and Risk Report 2023-24 Quarter Four** (*Pages 23 - 56*)

To receive the Quarter Four - Performance and Risk Report 2023-24, considered by Cabinet on 7 May 2024.

9 **Overview and Scrutiny Annual Report 2023-24** (*Pages 57 - 62*)

To note the summary of Overview and Scrutiny activity undertaken in 2023-24, following its approval by Full Council on 21 May 2024.

10 **Financial Planning Task Group Update** (*Pages 63 - 68*)

To receive an update on recent activity from the Financial Planning Task Group.

11 **Management Committee Task Groups** (*Pages 69 - 72*)

To receive updates on recent activity on the following Task Groups:

- Evolve Programme Task Group
- Stone Circle Governance Task Group
- Transformation Task Group

12 **Forward Work Programme** (*Pages 73 - 96*)

To receive updates from the Chairmen and Vice-Chairmen of the Select Committees in respect of the topics under scrutiny in their areas, including any recommendations for endorsement by the Management Committee.

Please note that the Children's Select Committee Forward Work Plan will follow as an agenda supplement.

13 **Overview and Scrutiny Remuneration Fund 2023-24** (*Pages 97 - 104*)

To set out the allocation of the Overview and Scrutiny Fund, which is part of the Council's Members' Allowances Scheme, for 2023-24.

14 **Date of Next Meeting**

To confirm the date of the next meeting as 23 July 2024.

15 **Urgent Items**

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

Suggested Scrutiny Questions

Below are some sample questions for scrutineers to use as a reference and adapt according to the issue or proposal under scrutiny.

Area of Enquiry	Questions
Customers	<ul style="list-style-type: none"> • Who will benefit? Is there a demographic breakdown of those eligible for the service? • Has the impact on different groups been considered? • How has customer experience informed the proposal? • How can service users give feedback or get involved in designing or reviewing the service?
Purpose	<ul style="list-style-type: none"> • What evidence of need is there for the actions proposed? • How has the need been identified?
Link with wider objectives	<ul style="list-style-type: none"> • How does the proposal support the delivery of the council's Business Plan or other relevant strategies?
Resources	<ul style="list-style-type: none"> • What assurances can you give that the proposal can be delivered on time / within budget? • Is there a clear action plan for delivery? • What resources are in place to meet the identified need?
Workforce	<ul style="list-style-type: none"> • What staff development will be needed and how will this be achieved? • How will the staff be recruited and retained?
Performance	<ul style="list-style-type: none"> • What system is in place to monitor performance? • What are the key performance indicators (KPIs)? • How will KPIs be used to inform planning and decision-making? • To what extent is the service meeting the needs of Wiltshire residents? • Is performance improving or dipping? • Do we measure our performance against comparator councils?
Impact	<ul style="list-style-type: none"> • What are the expected outcomes of the proposal? • What would success look like? • What would failure look like?

Area of Enquiry	Questions
	<ul style="list-style-type: none"> • How will you measure the difference the service/change will make?
Risk Management	<ul style="list-style-type: none"> • What are the key risks and what actions will mitigate/reduce these risks? • Is there a framework in place for managing the risks? • At what point would the risk be unmanageable? Is there an exit strategy?
Efficiency	<ul style="list-style-type: none"> • How will efficiency be measured? • How will processes be reviewed and improvements identified?
Compliance	<ul style="list-style-type: none"> • How will you ensure compliance with regulatory standards? • Do the service standards meet external standards?
Public awareness	<ul style="list-style-type: none"> • How will you raise awareness of the service/changes proposed?
Benchmarking	<ul style="list-style-type: none"> • How well does the council perform compared to comparator authorities? • How well do service users do in comparison to those in other areas?

Overview and Scrutiny Management Committee

MINUTES OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE MEETING HELD ON 12 FEBRUARY 2024 AT KENNET ROOM - COUNTY HALL, BYTHESEA ROAD, TROWBRIDGE, BA14 8JN.

Present:

Cllr Graham Wright (Chairman), Cllr Christopher Williams (Vice-Chairman),
Cllr Richard Britton, Cllr Jon Hubbard, Cllr Tony Jackson, Cllr Gordon King,
Cllr Jerry Kunkler, Cllr Tony Pickernell, Cllr Pip Ridout and Cllr Jo Trigg

Also Present:

Cllr Iain Blair-Pilling, Cllr Nick Botterill, Cllr Jane Davies, Cllr Gavin Grant, Cllr Ashley
O'Neill and Cllr Richard Clewer

11 **Apologies**

Apologies for absence were received from Cllr Jonathon Seed, Cllr Ruth
Hopkinson and Cllr Johnny Kidney.

The following substitutions had also taken place with Cllr Tom Rounds attending
the meeting in place of Cllr Johnny Kidney.

12 **Minutes of the Previous Meeting**

The minutes of the meeting held on 25 January 2024 were presented for
consideration, and it was;

Resolved:

**To approve and sign as a true and correct record of the minutes of the
meeting held on 25 January 2024.**

13 **Declarations of Interest**

There were no declarations of interest.

14 **Chairman's Announcements**

There were no Chairman's Announcements.

15 **Public Participation**

There were no questions or statements submitted by members of the public.

16 **Procedure of Meeting**

The procedure for consideration of amendments to the budget was detailed as set out in the agenda papers.

17 **Wiltshire Council's Budget 2024/25: Amendments**

It was noted that though the item was principally for the scrutiny of budget amendments put forward by opposition members; the first report under this item in Agenda Supplement 2 was an update on the administration's Budget and Medium-Term Financial Strategy, as was agreed by Cabinet on 6 February. The Final Local Government Finance Settlement was announced on 5 February, and it included additional funding for Wiltshire over and above that included in the provisional settlement. A verbal update was provided on the implications of this at Cabinet and had now been provided in writing.

Leader of the Council, Councillor Richard Clewer outlined that the funding was proposed to be used as follows:

- £0.100m contribution to Air Quality monitoring in 2024/25.
- £0.025m contribution towards volunteer recruitment by Libraries for residents in remote areas.
- £0.603m funding for rural play areas to enable them to continue to be used by the local community that will lead to their transfer to the local town or parish council.
- £3.798m funding for additional investment in SEND and children's services early help and prevention support.

A budget proposal was agreed by Cabinet on 6 February 2024 for discussion at Full Council on 20 February 2024, following its consideration by the Committee at its meeting on 25 January 2024.

On 7 February 2024 proposed amendments to that budget were received from Cllrs Ian Thorn and Gavin Grant.

The amendments were presented as detailed in the Agenda Supplement.

Amendment A – Area Boards

The proposal sought a £0.003m increase in social welfare funding to each of the 18 Area Boards, and the establishment of a central fund of £0.036m that Area Boards can bid for extra social welfare funding.

Comments from statutory officers including the Section 151 Officer and Monitoring Officer were set out in the agenda supplement with further clarifications set out in the appended Committee report.

Amendment B – Blue Badge Holders

The proposal sought to remove the income budget introduced in 2022/23 as a result of the saving included in the budget to introduce parking charges for Blue Badge holders of £0.040m.

Comments from statutory officers including the Section 151 Officer and Monitoring Officer were set out in the agenda supplement with further clarifications set out in the appended Committee report.

Amendment C – VisitWiltshire

The proposal sought a provision of funding of £0.075m to enable partnership working with VisitWiltshire or an equivalent body in both 2024/25 and 2025/26.

Comments from statutory officers including the Section 151 Officer and Monitoring Officer were set out in the agenda supplement with further clarifications set out in the appended Committee report.

The Committee discussed the proposed amendments as detailed fully in the report appended to these minutes, seeking details on the robustness of funding proposals, risks and impacts on the Medium-Term Financial Strategy, and confidence in growth assumptions. Other areas explored were the vulnerability and impact on residents/communities.

At the conclusion of discussion, it was,

Resolved:

The Overview and Scrutiny Management Committee agreed:

- 1. To note the update provided on the administration Budget and Medium-Term Financial Strategy as was agreed by Cabinet on 6th February.**
- 2. To thank Cllrs Grant and Thorn for submitting their budget amendment proposals to the Committee and to note that they have been scrutinised.**
- 3. To ask Full Council to take note of the comments of the Committee, which will be presented in a report.**
- 4. To seek further information regarding the benefits to the county of third-party tourism organisations.**

The Chairman called the meeting to a break at 14.54 and resumed at 15.00.

18 Performance and Risk Report 2023/24 - Quarter Three

The Chairman noted that within the agenda pack was a report providing a quarter three update on performance against the stated missions in the

Council's Business Plan 2022-23. A Strategic Risk Summary was also included. The report had been considered by Cabinet on 6 February.

Leader of the Council, Richard Clewer introduced the report with reference made to how the report enables the Council to be data based and increasingly make efficient use of data through Performance Outcome Boards. It was noted that a Performance Outcome Board working in parallel from a corporate basis was also to be set up.

It was noted that written questions were received from Councillor Jo Trigg, which received the verbal responses during the meeting and would be attached to the minutes.

The following comments were received by Committee Members, which included but were not limited to the subject of childhood obesity and what the Council was doing to combat this, with reference to the daily mile. It was stated that leisure was part of the answer to this, and though the Council had limited levers, work was being targeted more towards those at the bottom end of the financial scale, with the examples of the FUEL programme and Street Tag cited. The need for the response to be a package incorporating food and exercise was suggested.

It was questioned whether repeat referrals to children's services was on the rise, with it responded that Wiltshire data rates were low in comparison to others and whilst it had gone up, this was a moment in time and the data should rather be considered in longer periods of time. Recently the Council had had an Ofsted inspection and would continue to audit and review thresholds in this area.

Further detail was provided regarding Carbon Literacy training, with it noted that the success was measured by accreditation, with the Council currently having a bronze status and aiming for silver and then gold. It was noted that currently 117 officers had received the training and silver accreditation would happen once 750 officers had received the training. Detail was also provided about how those trained would partake in a pledge and therefore it would be important for the rollout to follow a logical sequence starting with senior officers responsible for teams.

A point was raised about new public vehicle charging points requiring a variety of adaptors to be used. It was agreed by the Director that this point would be taken away for a response as there was a contractual reason behind why different charging units require different adaptors.

Clarity was provided that generally there tends to be more potholes reported in Spring than in Winter, with 4,935 potholes reported last April compared to 1,943 in December.

Clarity was also sought as to who provides scrutiny for the service level risk registers, to which it was outlined that top level risks on the strategic risk register are discussed at Performance Outcome Boards, with the potential for anything coming from these Boards to be taken to the relevant scrutiny committee. An example was provided of how the Children's Select Committee recently sought to see the risk register for clarity, however it doesn't take the registers by default.

At the conclusion of discussion, it was,

Resolved:

The Overview and Scrutiny Management Committee agreed to note:

- 1. The updates and outturns against the measures and activities mapped against the Council's priorities.**
- 2. The Strategic Risk Summary.**

19 **Date of Next Meeting**

The date of the next meeting was confirmed as 13 March 2024.

20 **Urgent Items**

There were no urgent items.

(Duration of meeting: 1.30 pm - 3.45 pm)

The Officer who has produced these minutes is Ben Fielding - Senior Democratic Services Officer of Democratic Services, direct line 01225 718656, e-mail benjamin.fielding@wiltshire.gov.uk

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Wiltshire Council

Full Council

20 February 2024

Report of the Overview and Scrutiny Management Committee on the Wiltshire Council Budget 2024/25 - Amendments

Purpose of report

1. To provide to Full Council a summary of the main issues discussed at the meeting of the Overview and Scrutiny Management Committee held on 12 February 2024.

Background

2. The meeting of the Overview and Scrutiny Management Committee on 12 February 2024 provided an opportunity to scrutinise amendments to the budget. The meeting on 25 January 2024 had considered the initial proposals from the Cabinet, which were subsequently agreed at Cabinet on 6 February 2024 for recommendation to Full Council on 20 February 2024.
3. Three proposed amendments were received for the meeting from Councillors Gavin Grant and Ian Thorn on behalf of the Liberal Democrat Group.
4. All proposals were provided to the Committee with comments by the Section 151 Officer, Head of Paid Service, and the Monitoring Officer. They were confirmed as financially and legally viable, with comments included on any increased risks such as in relation to use of reserves or use of assumptions to fund additional expenditures.

Wiltshire Council Financial Plan 2024-25: Addendum

5. It was noted that though the meeting was principally for the scrutiny of budget amendments put forward by opposition members; a report had been included which was an update on the administration's Budget and Medium-Term Financial Strategy. This was agreed by Cabinet on 6 February. The Final Local Government Finance Settlement was announced on 5 February, and it included additional funding for Wiltshire over and above that included in the provisional settlement.
6. It was outlined by the Leader of the Council that the funding was proposed to be used as follows:
 - £0.100m contribution to Air Quality monitoring in 2024/25.
 - £0.025m contribution towards volunteer recruitment by Libraries for residents in remote areas.
 - £0.603m funding for rural play areas to enable them to continue to be used by the local community that will lead to their transfer to the local town or parish council.
 - £3.798m funding for additional investment in SEND and children's services early help and prevention support

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7. It was outlined that the addendum had the effect of amending recommendation A of the proposals included in the Budget 2024/25 report. As the funding had only been confirmed for one year the budget impact and changes would affect 2024/25 only.

Main issues raised during questioning

8. Clarity was sought regarding how the rural play areas funding would be split up, with some communities investing more in their play areas than others. It was outlined that this process would be evidence driven with a desire for the play areas to be improved in an efficient way.
9. It was noted that the Air Quality monitoring would be county wide and that community conversations had been focused in two areas, Studley Green and Bemerton Heath, however additional members of staff had been hired so community conversations would be rolled out wider with an evidence base starting to be gathered.
10. It was questioned whether there was a timeline for the proportion and use of the £3.798m funding for additional investment in SEND and children's services early help and prevention support. It was stated that there was a first draft with a plan to use the funding over a two-year period.
11. Concern was raised that some parishes with small precepts might not be able to afford improving their play areas and whether this issue could be mitigated, to which the importance of ensuring that empowerment stays with Parish Councils was stated.
12. Clarity was provided that the 33 play areas referenced did not include those which had 7-year leases to the towns.

Proposed Amendments

Amendment A

13. The proposal from Councillors Grant and Thorn was as follows:

A £0.003m increase in social welfare funding to each of the 18 Area Boards, and the establishment of a central fund of £0.036m that Area Boards can bid for extra social welfare funding.

14. This would have the following financial impact on the 2024/25 base budget:

Proposal	Impact £m
£0.003m increase in social welfare funding to each of the 18 Area Boards	0.054
Establishment of a central fund of £0.036m that Area Boards can bid for extra social welfare funding	0.036
Total annual pressure of proposals	0.090
Total pressure across MTFs	0.270

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Funding Proposal of Pressure	
Reduce the Business Plan Priority reserve allocation of £0.821m for Council wide enforcement activity by the total of £0.270m	0.270

Amendment B

15. This proposal from Councillors Grant and Thorn was as follows:

To remove the income budget introduced in 2022/23 as a result of the saving included in the budget to introduce parking charges for Blue Badge holders of £0.040m.

16. This would have the following financial impact on the 2024/25 base budget:

Proposal	Impact £m
Remove the income budget introduced in 2022/23 as a result of the saving included in the budget to introduce parking charges for Blue Badge holders	0.040
Total annual pressure of proposal	0.040
Total pressure across MTFS	0.120
Funding Proposal of Pressure	
Reduce the Business Plan Priority reserve allocation of £0.821m for Council wide enforcement activity by the total of £0.120m	0.120

Amendment C

17. This proposal from Councillors Grant and Thorn was as follows:

Provision of funding of £0.075m to enable partnership working with VisitWiltshire or an equivalent body in both 2024/25 and 2025/26.

18. This would have the following financial impact on the 2024/25 base budget:

Proposal	Impact £m
Provision of funding of £0.075m to enable partnership working with VisitWiltshire or an equivalent body	0.075
Total pressure of proposal in 2024/25	0.075
Total pressure across 2024/25 and 2025/26	0.150
Funding Proposal of Pressure	
Reduce the Wiltshire Towns Funding by £0.150m to allow for a budget surplus to fund this pressure	0.150

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19. For each amendment the Chairman gave the opportunity for Members of the Cabinet who were present to respond if they wished, as well as opportunity for the Corporate Leadership Team to add anything further to the statutory officer comments provided with the submissions. The Section 151 Officer, Lizzie Watkin, provided clarification on the amendments where appropriate.

Main issues raised during questioning and debate

Amendment A

20. Councillor Grant introduced his amendment and explained its purpose and implications. He stated that each of the 18 Area Boards would receive £3,000 and that there would be a central pot of funding available with Area Boards able to bid for additional funding.

21. Details were provided that the impact of the funding of the proposal would have the effect of reducing the Business Priority Plan Fund commitment of £0.821m to Council wide enforcement activity by £0.090m in 2024/25, and by a total of £0.270m over the MTFS period.

22. Queries were raised on whether the additional funding to Area Boards would be a straight split of £3,000 each as generally Area Board funding had a formula applied to it to represent the size and need of the area. It was clarified that this was not the case, and the additional pot would represent an opportunity for Area Boards to receive more funding.

23. It was questioned where the money would be taken from to fund Amendments A and B, to which clarity was provided from the Section 151 Officer, that the Business Plan Priority reserve allocation for Council wide enforcement activity was a reserve set aside for additional enforcement activity. Further clarity was provided that this reserve referred to enforcement activity as a whole to provide a coherent approach to tackling enforcement as a joined-up authority, with planning, licensing and other departments linked. The reserve would fund a One Council approach to dealing with enforcement issues particularly where there were concerns about safety to life.

24. Emphasis was placed on the need for evidence when conducting enforcement activity and that such work would be reliant on the need to develop an evidence base through officers.

25. The need for Members to discuss the risks and priorities of not having the reserve for enforcement activity or not having the additional Area Board funding was stressed.

Amendment B

26. Councillor Grant presented the amendment, whose purpose was to remove the income budget introduced in 2022/23 as a result of the saving included in the budget to introduce parking charges for Blue Badge holders of £0.040m.

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27. Clarity was provided by the Monitoring Officer that though this had been a decision regarding the previous budget, the financial implications would remain on this budget, therefore meaning that the amendment was relevant.
28. Clarity was provided that if accepted, this amendment would allow Blue Badge holders to have free parking in Wiltshire Council car parks.
29. A point was raised that if someone can afford to run a car, then it would be likely that they would be able to afford to pay for parking.
30. It was questioned that if this amendment was accepted, what would the implications be for the capital funded programme to move parking machines, to which it was clarified that this programme was separate and aimed to achieve several objectives including improved accessibility of car parks and the introduction of cashless payments.
31. The Section 1515 Officer provided clarity that as it is not possible to calculate the actual income generated through disabled or able-bodied residents paying for parking. Therefore, the estimate of £40,000 was included as the figure included as a saving included as part of a previous budget setting process.
32. A point was raised that some residents with disabilities would be happy to pay for their parking.
33. A suggestion was made that it would be preferred that the savings from this amendment, if accepted, be used for enhancing the capital fund programme and ensuring that more accessible meters were put into communities faster.

Amendment C

34. Cllr Gavin Grant presented the amendment, detailing the provision of funding of £0.075m to enable partnership working with VisitWiltshire or an equivalent body in both 2024/25 and 2025/26. It was also noted that a competitive process for tender would have to take place should the amendment be passed.
35. It was outlined that the £150,000 funding for the amendment would be from the Wiltshire Towns Funding.
36. The Leader suggested that the £500,000 of unallocated funding referenced as being within the Wiltshire Towns Funding did not relate to the latest figures and that everything within the Wiltshire Towns Funding had been allocated in one way or another.
37. It was agreed that officers would obtain the precise details of the Wiltshire Towns Funding and that this would be shared with Members as soon as possible.
38. The Monitoring Officer provided clarity that regarding the amendment and withdrawal of funding from the Wiltshire Towns Funding, that as there was no legal commitments and binding, this may lead to disappointed partners at the end of the process should

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the amendment be accepted. Clarity was provided that conversations with partners take place off the record initially, before then being made public and contractual.

39. Queries were raised as to the benefit of approving the amendment and what return might be expected to communities and the county following the investment. A question was also posed that if the Council was not to spend money on building such partnerships with bodies, then what would be done to promote the tourism and economic health of the county.
40. Reference was made to the deadlines within the scrutiny process.
41. A point was made which suggested that statistically Wiltshire was the worst performing county in the Southwest in terms of value for money from Visit Wiltshire's efforts.
42. Assurance was provided that bodies other to VisitWiltshire did exist and would seek such a tender if it was available.
43. It was suggested that it would be beneficial for the amendment to outline the potential benefits of going out to tender to an outside body for such a provision.

Conclusion

44. Cllrs Thorn and Grant were thanked for submitting their budget proposals to the Committee, and it was noted that they have been scrutinised.
45. To ask Full Council to take note of the comments of the Committee, as presented in this report.

Councillor Graham Wright

Chairman of the Overview and Scrutiny Management Committee

Report Author: Ben Fielding, Senior Democratic Services Officer (Democratic Services), 01225 718656 or Benjamin.Fielding@wiltshire.gov.uk

Report Date: 15 February 2024

Written Responses: Corporate Performance and Risk Monitoring Report: Q3 2023/24

Regarding disadvantaged performance gaps, there is an awareness that lots of work going into this space. However, reassurance was sought that this is an area being resourced to level required to impact outcomes in positive way.

Response from Andrew Best (Head of School Effectiveness):

As a Local Authority the disadvantaged gap remains a dual responsibility of both schools and the Council in addressing the gap, with what is a mixed system of maintained schools and academies. In terms of resourcing, all our schools have had the opportunity of attending a Disadvantaged Learners Conference in the Autumn Term, where we launched our Affordable Schools Strategy. This has been followed by a series of Network events that provide practical support to leaders and practitioners. The programme focuses not just on improving academic performance outcomes, but the health, well-being and attendance of the most vulnerable. 12 schools have also engaged in a targeted programme of Disadvantaged Learner support called IPPOP which looks at systems and processes in schools that have the greatest gap. It is also a strategic priority of the Wiltshire Learning Alliance as an area of focused improvement. Academy Trusts also have their own strategies and approaches at a strategic level, with their own priority work undertaken around disadvantaged outcomes within each individual Trust.

Paragraph 22 - EHCPs. There is an awareness of the Safety Valve plan. Considering all the implications highlighted to wider Safety Valve plan – (recognising for individual families involved for whom this is extremely difficult) – the fact this metric is not moving at expected pace, how is that going to impact SV plan?

Response from Ben Stevens (High Needs Block Sus Strat Lead) and Lisa Fryer (Performance and Quality Lead (SEND)):

The metric is not out of line with expectations. While EHCP numbers have gone up compared to last year (+704 as at Jan '24 compared to Jan '23), we are broadly in line with the unmitigated forecast on which Safety Valve was based. The actual numbers are 31 EHCPs ahead of the forecast, and this is likely a result of the faster than expected backlog clearance and so will not impact the plan. At this stage, we expected the number of EHCNA requests to remain high: 99(+14) as at Jan '24 compared to Jan '23. The mitigations required to begin bringing this number down are being prioritised in the plan.

While the work on the Safety Valve plan has begun, the Safety Valve deal formally begins from April 1st and we are expecting to see the impact of our mitigations in the first quarter of 24/25.

Paragraph 38 – Anti-social Behaviour. The service is under resourced with just one officer for whole of county. Is the Council looking at alternative ways to cover rather than just replacement of maternity cover?

Response from John Carter (Head of Public Protection):

The ASB team comprises of 2 ASB Officers, together with a Community Safety Officer. The ASB Officers focus on domestic related ASB, which is often linked to drug and alcohol issues. The Community Safety Officer deals more with ASB issues which impact on wider areas and town centres, and is leading on the implementation of Public Spaces Protection Orders (PSPOs).

The maternity leave of one of the ASB Officers is having a significant impact on the resources available to deal with ASB complaints. We do work closely with Wiltshire Police, housing providers and Office of the Police & Crime Commissioner to identify which agency is best placed to deal with an issue. We have recently advertised for temporary ASB Officer to cover the maternity leave and following the second advert we have now had a good number of suitable applicants and interviews will be held on 13th and 14th February, and it is hoped that we will be able to recruit to the maternity cover post at that time.

In addition the Technical Support Officer who provides administrative supports the ASB team has been seconded to another role and we are unable to backfill so that is having a further impact on the ASB team

Paragraph 40. It was cited that care experienced young people not in suitable accommodation = 6%. What length of time are these individuals in unsuitable accommodation and are these as a result of lack of capacity?

Response:

The 6% of Care experienced young people reported as not in suitable accommodation equates to 12 young people :

- 3 are in custody and therefore deemed to be in unsuitable accommodation and for 1 of them we are paying a retainer so they can return to their home when they are released.
- 3 are in fact in suitable accommodation and this was a recording error which has now been corrected.
- 3 have informed their Personal Advisor that they are living out of area and have not been engaging, we do not know their address but Personal Advisors continue to regularly try to contact them.
- 3 young people have been offered suitable accommodation, 2 have declined it and 1 is due to move in in February.

The length of time that young people are in unsuitable accommodation varies according to their circumstances and choices. Wiltshire Council's Accommodation & Support Protocol for Care Experienced Young People has recently been launched which outlines how Wiltshire Council's Children in Care Team will work together with the Property & Support Service and Housing Solutions Service to support care experienced young people as they transition from placements funded by Wiltshire Council into suitable, long-term accommodation. Securing suitable accommodation for care experienced young people is, therefore, much more than just finding them somewhere to stay and a multi-agency approach is adopted when securing and sustaining accommodation for care experienced young people; agencies work

together to meet their statutory duties and corporate parenting responsibilities to provide a safe and supportive pathway to independent living.

Paragraphs 47 & 48 - Planning application time frames. What % of Planning applications have an agreed 'extension' and is that % increasing?

Response from Simon Day (Performance Delivery Manager, Building Control & Planning Tech Services):

Below are the data relating to the number of decisions/number of EOTs and the percentage. Whilst the percentage of EOTs agreed on Majors has increased steadily over each year, the same cannot be said of Non-Majors as 2021 showed a higher percentage of EOTs agreed than 2022 and 2023. This is despite officers being encouraged to agreed EOTs more and more recently.

Major Decisions	Number of Decisions	Number of EOTs	Percentage of EOTs
2021	135	88	65%
2022	117	82	70%
2023	117	86	74%

Non-Major Decisions	Number of Decisions	Number of EOTs	Percentage of EOTs
2021	4290	2692	63%
2022	3947	1852	47%
2023	3317	1696	51%

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Wiltshire Council

Cabinet

7 May 2024

Subject: Corporate Performance and Risk Monitoring Report: Q4 2023/24

Cabinet Member: Cllr Richard Clewer - Leader of the Council and Cabinet Member for Military-Civilian Integration, Health and Wellbeing, Economic Development, Heritage, Arts, Tourism.

Key Decision: Non Key

Executive Summary

This report provides a quarter four update on performance against the stated missions in the Council's Business Plan 2022-32, and provides a summary of strategic risks that might impact on delivery of these missions.

Proposals

Cabinet is asked to note and agree:

- 1) Performance against the selected measures mapped to the Council's strategic priorities.
- 2) The Strategic Risk Summary.

Reason for Proposals

To provide Cabinet with a quarterly update on measures used to monitor progress against the 10 missions laid out in Wiltshire Council's Business Plan 2022-32.

The Strategic Risk Summary captures and monitors significant risks facing the Council, in relation to in-service risks facing individual areas and in managing its business across the authority.

This is supported by, and in compliance with, the Council's Corporate Performance and Risk Policy.

Terence Herbert
Chief Executive

Subject: Corporate Performance and Risk Monitoring Report: Q4 2023/2024

Cabinet Member: Cllr Richard Clewer - Leader of the Council and Cabinet Member for Military-Civilian Integration, Health and Wellbeing, Economic Development, Heritage, Arts, Tourism.

Key Decision: Non Key

Purpose of Report

1. This report provides an update on the progress against the stated missions in the Council's Business Plan.
2. It provides measures of performance using data available at the end of Q4 and risks as they are at the time of the report's production: risks are not presented on a quarterly reporting cycle.
3. The Q4 2023/24 Corporate Scorecard is attached to the report as Appendix 1.
4. The Strategic Risk Summary is attached as Appendix 2.

Relevance to the Council's Business Plan

5. This report updates Cabinet on the performance against each of the stated missions contained in the Business Plan 2022-2032, as well as strategic risks that would impact the Council's ability to achieve these missions.

Background

6. Prior to the Business Plan's ratification at Full Council, Directors and Cabinet Members agreed a corporate performance framework that identified the measures that would initially be used to track progress against the 10 missions identified.
7. This framework was reviewed in January 2023, resulting in new measures being added and additional measures being reviewed, developed and improved.
8. These measures fall into three categories:
 - i) Main indicators – the key metric for that particular mission.
 - ii) Supporting indicator(s) – a metric that helps add weight or explanation to the main indicator.
 - iii) Basket indicators – where it was impossible to identify one or two main indicators, measures were grouped together to be able to report on elements of each mission.

9. The resulting Corporate Performance Scorecard includes each main measure alongside the most relevant supporting and basket indicators.
10. Performance measures and targets on the Scorecard are owned and reported by the service to which they relate, and they continue to be reviewed and challenged at Performance Outcome Boards (POBs) and Groups (POGs) to inform recommendations and drive improvements. This ensures they are most representative of performance against a mission and allows for advanced scrutiny.

Main Considerations for the Council

Performance

11. A new Central Performance Outcome Board met for the first time in April. The Central POB, chaired by the CEO, provides a new forum for monthly performance deep dives and exception reporting from existing POBs. It allows high-level scrutiny of current challenges to performance and areas of concern, as well as highlighting areas of strategic importance that are performing well.
12. Topics discussed at the Central POB included the robust use of data for forecasting and the impact of council activities on performance across a number of areas.
13. In March the Council hosted a very successful LG Challenge, coordinated by the Executive Office. Both the LGA and participants from other local authorities recognised the Council's data driven approach to its work, as well as highlighting how the Business Plan permeates through all that we do.
14. There have been no changes to the measures reported or how they are presented since the previous report in Q3 2023/24.
15. For consistency, prevention of volatility and ease of reading, wherever possible measures are reported as rolling averages or cumulative totals over the previous 12 months. We note that this may result in figures reported via the Scorecard differing from those reported internally in POBs, or externally via statutory returns. For some measures, the current position is more informative than a historic average taken over time. Where this is the case, it is indicated on the Scorecard.
16. The polarity is shown for each measure, indicating whether a better performance is an increase or a decrease in the figures presented. This allows the direction of travel arrows to be more easily interpreted for each measure.
17. Measures relating to the educational attainment gap, overall educational outcomes at key stage 4, and the percentage of schools rated good or outstanding by Ofsted continue to report both the overall figure as well as data specific to either maintained or academy schools. Caution should continue to be applied when making comparisons, particularly at the secondary level, as there are only four maintained secondary schools, and the academy data includes grammar schools. Academy trusts also sponsor vulnerable schools such as those that are judged inadequate or have been judged to require improvement at two consecutive inspections.
18. A list of facts and figures is provided at the end of the Scorecard. Whilst not all performance measures will map directly to these figures, they are intended to provide

context to the measures presented in the Scorecard. Additional information about Wiltshire and its residents is available at wiltshireintelligence.org.uk.

Corporate Performance Scorecard

We get the best start in life

19. No new data is available on the educational gap in phonics or at key stage 4, nor on educational outcomes at key stage 4, either overall or specific to SEND. The next update to these datasets is expected to be published in the autumn.
20. The percentage of EHCPs issued within 20 weeks on time with no exceptions continues to increase towards the target. Demand for EHCP assessments continues to be high in Wiltshire. There continues to be fluctuations in the monthly request rate but overall the upward trend in demand continues.
21. The percentage of schools that are Good or Outstanding has continued to increase with a steady improvement in performance. However, at 84% it remains below the current target of 90% - the national average - and is also slightly below the south west average of 87%.
22. We are currently at 97.63% of all registered Early Years provision in Wiltshire being graded at least Good by Ofsted. If we remove the school-based provision data we are showing that 98.68% of our nurseries, pre-schools and childminders are at least Good. Of those settings judged to be less than good, 72% are childminders. Overall, 98.68% of our nurseries and pre-schools are at least good and 97.59% of our Childminders are at least good.

We stay active

23. No new data is available for the percentage of children and adults who are physically active. The next update to these datasets is expected to be published in May 2024 ahead of the 2024/25 Q1 report.
24. The number of visits to council-run leisure centres continue to improve and at the end of Q4 are the highest they have been, exceeding 2017-18 figures. When compared to Q4 last year, there has been an increase of 10% on quarterly visits. When comparing against the full year the increase is a total of 11% on 2022/23.
25. Q4 visits to libraries exceed the target of 1.2m by 6.25%. At the end of Q4 library visits are up +26.3% April 2023–March 2024 compared to the same 12-month period last year and are at 82.8% of pre-pandemic levels, ahead of the national trend. This is an improvement on the pre-pandemic figures in Q3 when recovery had reached 77.6%. The increase from this financial year to last would have been higher however, maintenance work at Amesbury, Bradford-on-Avon, Marlborough and Wilton Libraries necessitated periods of closure so footfall reflects this. Work on improving visitor numbers continues and additional ideas will be considered as part of the Library Strategy programme to ensure visitor numbers reach pre-pandemic levels, as loans of stock did in December 2023.
26. The Woodland GAPS Team helps to facilitate the planting of trees by private landowners and community groups, through directing groups to funding, assisting with land searches, and grant application writing along with other support. The team can

also directly support community groups and schools with planting days where they need assistance with organisation. When the planting season came to an end in March 2024 we had a flurry of projects come to fruition, which has led to the uplift in woodland planting delivered to 68.18Ha in Q4. In addition to the schemes we have directly supported, we are also gathering data from partners to get the most accurate picture possible of tree planting across the county.

27. The percentage of people in their own homes 91 days after entering the reablement service shows the longer term affects of reablement and its ability to maintain and support people to remain in their own homes. Wiltshire Reablement performs well in this area which demonstrates the effectiveness and success in supporting longer term outcomes. The outcomes achieved are representative of the model of service, which offers the opportunity to rehabilitate under a therapy led programme - Wiltshire reablement is an inclusive service and does not apply a selective criteria.

We are safe

28. Note that the final Q4 figures for repeat referrals to Children's Services aren't available until late April (to allow for case recording). Performance for January and February continues to remain within our expected target range and demonstrates that our thresholds are consistently applied, and effective work is undertaken to achieve successful closure/step down out of statutory services.

29. The percentage of children in care fostered within local authority provision remained static at 42%. Note that the final Q4 figures are not available until late April (to allow for case recording). Performance improved slightly in the first 2 months of Q4. A placement sufficiency strategy and action plan is in place to reflect the need to increase this further in line with national sufficiency challenges.

30. The strong performance in the percentage of S42 outcomes met continues, remaining static at 96.8%, which is well within target range and on a positive trajectory following a decrease in Q1 earlier in the year.

31. There are still no adult social care providers currently rated inadequate in CQC inspections.

32. Number of working aged adults in residential care is a cumulative metric looks at the number of new admissions of younger adults to residential and nursing care homes. This measure includes admissions following a discharge from hospital, if the adult was in residential or nursing prior to hospital, this is still counted as a new admission. Over the last rolling year there has been a steady increase in the number of admissions. Some of the increase can be attributed to the introduction of the Moving on Service and younger adults in residential placements transitioning across from Childrens to Adult Services - the service started in August. We continue to consider alternatives as part of our transformation work, although we are aware that we have a shortage in accommodation options to support people in the community. A full review is being led by Commissioning to further understand changes seen in demand and mapping/planning for sufficient placements going forward.

33. Q4 has shown a rapid increase in the number of pothole reports. Additional resources have been deployed, which have arrested the drop in the percentage repaired. This has resulted in month on month increases in the percentage repaired for February (70.63%) and March (73.30%).

34. Road surfacing activities have progressed well. Surface dressing activities were completed before the winter period. Other surfacing has on occasion been delayed by the wet winter weather but the overall programme has been achieved.
35. The civilian speed enforcement team recently won a High Sheriffs award for their work on the county's roads, targeting driving offences and speeders, along with other Teams. Wiltshire Police have extended their Days of Action every month to include Community Action Initiatives (CAIs) with their Community Based Volunteers (CBVs). They look to carry out safety sweeps (previously known as weapons sweeps), reassurance patrols, conduct leaflet drops and take community surveys.
36. One of our two ASB Officers went on maternity leave during Q3. This has impacted negatively on the 60-day resolution performance. Fortunately, ASB complaints tend to reduce over Q3 and Q4 due to the colder weather. Steps are being taken to resolve resources through backfill.

We live well together

37. Note final Q4 figures for the percentage of looked after children placed more than 20 miles from home weren't available until late April (to allow for case recording). Performance in the first 2 months of Q4 is encouraging, especially given significant placement sufficiency challenges; this is very positive. For context, 39% of all those children and young people placed over 20 miles from home reside within Wiltshire. In the current climate this remains strong performance.
38. We continue to be ambitious and have recently stretched our target for the percentage of care experienced young people in suitable accommodation from 85-95%+ to 90-100%. Positively, performance in the first 2 months of Q4 is within this new target range. Full data for Q4 weren't available until late April (to allow for case recording).
39. Although more residents have been invited for an NHS Health Check during Q3 in comparison to Q3 2022/23 and Q2 of this year 2023/24, the uptake percentage for those receiving an NHS Health Check is broadly similar to the same comparator periods. Ideally this figure should be higher. We are therefore working with the Chippenham, Corsham and Box Primary Care Network (CCB PCN) to increase the uptake rate of men receiving an NHS Health Check, by working with a marketing company to do targeted Facebook ads that will run from 1st-30th April. We will be able to see in the Q1 data for 2024/25 whether this campaign has had an impact.
40. The smoking quit rate has increased in Q3, the most recent quarter for which data is available, and is now the highest it has been for 2 years. However, as fewer people are setting a quit, we are seeing fewer people achieving a 4 week quit date. The current smoking population are therefore going to be our most hardened smokers, so the Q3 quit rate is very positive and reassuring. Additional smokefree grant money is being given to Local Authorities from April 2024 to increase the number of set quit dates set, the funding will be going towards increasing capacity within Primary Care to support this and meeting the nationally set targets for this funding.

We ensure decisions are evidence-based

41. Turnout was down in the recent Westbury neighbourhood plan referendum and reasons for this are currently being explored. The number of referendums taking place

over the past year has reduced as central government funding for support was not available between April and July 2023.

42. A domain issue with Mailchimp during March resulted in some emails not reaching inboxes. This error resulted in lower open rates for March. However, performance remains strong compared to the national average open rate for government e-newsletters (28.8%) and the average open rate for all e-newsletters (21.3%). Open rates for Q4 remain above target.

We have the right housing

43. Numbers of affordable houses delivered for Q4 are down previous quarters and the historic levels due to overall downturn in the market. This is impacting delivery from housebuilders.

44. We have seen a very small increase (less than 1%) in the total number of households on the housing register, rising to 3,948 households. Compared nationally this is a big achievement as the demand for social housing remains high. We continue to review old applications and this will be a focus again this year to ensure the data remains as up to date and accurate as possible.

45. The number of households in temporary accommodation has further reduced from 131 last quarter to 125 at the end of Q4. This year we have had a real focus on trying to reduce the total number of households in temporary accommodation following a peak of 184 in May 2023. This has been a huge success with a significant reduction in numbers when demand continues to increase.

46. Performance for the determination of major planning applications has significantly improved for 2023-24, compared to the previous two years and is consistently above the statutory 60% target. The number of Major applications received in Q4 2023-24 is almost double the number received the previous quarter, and has increased overall in 2023-24 compared to the previous year.

47. Performance for the determination of non-major planning applications is steadily improving each quarter and is consistently above the statutory 70% target. The leap in performance (quarterly rather than averaged) from 84% in Q1 2023/24 to 92% in Q2 2023/24, 93% in Q3 2023/24 and 94% in Q4 2023/24 shows that good progress has been made consistently over the last four quarters.

We have the right skills to prosper

48. Wiltshire's claimant rate for the working age population of 2.2% is consistently lower than the national average at 3.9% and the South West at 2.7%. This is a slight increase on the previous quarter that reflects a steady increase in the numeric value over the last few quarters from 6050 at the end of Q2 2023/24 to 6190 for Q3 2023/24 and 6815 for Q4 2023/24.

49. Wiltshire's youth claimant rate is 3.4%, compared to 3.0% across the South West and 5.2% nationally. There is a slight increase on the previous months across all regions. The numeric value for this measure is 1,200.

50. Note that data for the percentage of 16-17-year-olds who are NEET for January and February is provisional as the data has not yet been validated by the DfE. The

increase is expected at this point in the year (as for national and individual LAs) as our rate of "Unknowns" decreases and we identify those in EET and NEET. Nationally we perform well - our "Unknown" rate is 0.5% in February compared to a national rate of 1.6%. Our NEET rate for February is 2.6% compared to national rate of 3.3%. Performance remains within the expected range.

51. Performance for the percentage of care-experienced 16-17 year olds who are EET this quarter remains below the target range. There is a care experienced steering group held monthly, which is proactively supporting the care experienced young people who are NEET. It's important to note that some young people may be unable to be in EET due to their physical/mental health. A full breakdown of exceptions in Q3 will be provided to the relevant Performance Outcome Board.
52. No new data has been published for gross weekly pay, regional GVA, Level 4 Skills or Gross Disposable Household Income since the previous scorecard reported in 2023/24 Q3. An annual update to the GVA data is expected to be available ahead of the 2024/25 Q1 report, with an update to the Gross Disposable Household Income expected ahead of the Q2 report.

We have vibrant and well-connected communities

53. Bus passenger numbers continue to increase across Wiltshire in line with national trends and remain well above the current target.
54. No new data on the number of rail journeys has been published since the previous scorecard reported in 2023/24 Q3. The next update to this dataset is expected to be published in December 2024 and will be included in the 2024/25 Q3 report.
55. The percentage of gigabit broadband coverage continues to increase and is now at 68.5%. The publicly funded programme is due to begin later this year but private sector build is increasing incrementally.
56. No new data on the percentage of 4G mobile phone coverage from all providers has been published since the previous scorecard reported in 2023/24 Q3. The issue reported in and around Potterne has now been resolved, but may not be reflected in the data until it is next updated, which is expected to be in September 2024.
57. The number of car park transactions continues to increase. There has been a communication strategy promoting the use of MiPermit the parking app and allowing more flexibility in the way parking stays are paid. This allows parking times to be extended and more transactions. An average of over 20,000 new accounts a month in Mipermit are being recorded. This combined with the increased tourist and visitor use is increasing parking stay transactions. The usage is being monitored to ensure its longevity.
58. Income from pay and display car parks has continued to increase to an average of £657,333 over the 12 months to February. There has been a communication strategy promoting season tickets and with the return to the workplace the income from season tickets has increased when comparing the figures from the same period 12 months ago. The success of the Mipermit App and flexible payments for pay and display car parks is encouraging parking stays. The pay and display income is also linked to the increased tourist and visitor use, and the stay-cation, increasing parking stays. The usage is being monitored to ensure its longevity.

We take responsibility for the environment

59. More household waste tonnage has been managed during 2023/24 (with data to the end of February 2024) compared to the previous year. Consistent increases each quarter mean this trend is expected to continue to year end. There has been a notable increase in garden waste collected compared to 2022/23.
60. The household waste recycling rate has improved by 2.7% compared with Q4 2022/23 (with data to the end of February 2024), though the in-year recycling rate typically declines in this period as seasonal garden waste tonnage reduces. Tonnage of garden waste for composting has increased by 20.8% compared to the same period in 2022/23. The service also continues to actively promote the "Recycling - Let's sort it" campaign and has rolled out bag-sorting stations at all 10 Household Recycling Centres during Q3 - both activities aimed at increasing recycling.
61. The Waste Recovery rate has reduced compared with Q4 2022/23 (with data to the end of February 2024) but has seen a very modest in-year improvement compared with Q3. This in-year improvement reflects a trial to shred bulky residual waste from Household Recycling Centres to make this suitable for Lakeside Energy from Waste (EfW). It is important to review the Waste Recovery Rate alongside the Recycling Rate, as both factors contribute to the overall diversion of waste from landfill. Any changes in the quantity of waste sent for recovery will influence the percentage of recycling rate, and vice versa.
62. Performance in residual household waste sent to landfill has seen an improvement of 1.1% compared with Q4 2022/23 (with data to the end of February), which reflects the trial to shred bulky residual waste from Household Recycling Centres (HRCs) and redirecting this to an energy from waste facility during November and December 2023.
63. Numbers of fly tipping reports for Q4 are up 27% on Q3 2023/24 but are down 17% on Q4 2022/23. However, only 4% of reports have contained evidence during Q4. Of these, 81% of reports with evidence have resulted in formal actions being taken within the month of reporting. Despite the increase in enforcement resources and enforcement actions, during times of lower economic activity fly tipping reports are likely to increase as waste producers seek to reduce their waste disposal costs. Fly tip enforcement actions are up 6% over 2023/24 when compared to 2022/23.

We are on the path to carbon neutral (net zero)

64. The data for Wiltshire's greenhouse gas emissions is based on calendar rather than financial years, with the most recent data published in June 2023 for data up to December 2021. The next dataset is due to be published by the government June 2024. This indicator includes greenhouse gases (methane and nitrous oxide) and not just carbon dioxide. Use of this wider dataset will align with the Anthesis Pathways report, the recommendations of which were for all greenhouse gas emissions. Prior to Q1 2023 only CO₂ was reported. The measure description was amended and all data (including historic) now shows emissions of these three greenhouse gases for consistency. As a result, the total figure is larger than in previous reports prior to Q1 2023. This data for Wiltshire's greenhouse gas emissions until the end of 2021 shows the rebound effect as the county recovered from Covid related lockdowns. 2019 is therefore a more meaningful comparator than 2021. Between 2020 and 2021, greenhouse gas emissions increased in 358 out of the 374 local authorities in the UK (96%). This is consistent with the increase in overall UK emissions in 2021, which

increased by 5% largely due to COVID-19 restrictions easing and colder temperatures increasing the use of heating in buildings.

65. No new data for Wiltshire Council's carbon emissions has been published since the last scorecard reported in 2023/24 Q3.
66. The most recent data for renewable energy capacity is from December 2022, published in September 2023, which includes revisions to data from previous years due to updates from suppliers or more up to date information becoming available. The most recent data shows a slight increase in capacity in 2022 compared to the previous year. There is 705MW capacity of renewable energy projects with planning approval, and more in the pipeline. However, such projects take many years to achieve approval and construction.
67. Carbon literacy training continues, with a focus on Directors and Councillors during Q3 and Q4. The training rate has slowed due to conflicting work demands across the organisation. There is a high risk that we will not achieve Silver award (over 800 staff accredited) by the end of 2025. It remains a challenge and needs ongoing commitment and support by senior managers to facilitate staff being trained implementing their pledges.
68. No new data on the percentage of energy performance certificates (EPC) at levels A-C has been published since the previous scorecard reported in 2023/24 Q3. The next update to this dataset is expected to be published later in the year.
69. The number of public electric vehicle charging points has previously been tracked annually, however data is available more frequently and chargepoints are being installed all the time. Therefore, we have moved to tracking data quarterly, and comparing against the South West average at each report. The number of EV chargepoints continues to increase, but the previous good progress remains behind the South West benchmark, which was at 63 per 100,000 population this quarter (Wiltshire is 59 per 100,000).

Risk

70. The Strategic Risk Summary is attached as Appendix 2 and provides information on the challenges, and potential challenges, the Council faces in delivering its services and ambitions.
71. Included is the Strategic Risk Register, which contains risks that, if they were to become issues, could hamper the Council's ambition to achieve its stated aims, whether that be empowering the people of Wiltshire, building thriving economies or leading the response to climate change. An explanation of the makeup of the Strategic Risk Register can be found in Appendix 2.
72. Risks are identified, defined, reviewed, and managed in service areas.
73. There are 185 risks currently identified and scored in the corporate risk management process at the time of print, not including the national risks that are managed by the Local Resilience Forum. This has reduced since the last report in Q3 2023/24 as a number of risks have been de-escalated to service level risk registers. The Strategic Risk Register is made up of those risks that have either a potential impact on the wider council, or are the responsibility of the wider council to mitigate.

74. Staff recruitment and retention still remains in place as an issue. This continues to be actively monitored and managed to reduce the impact, so that the Council continues to deliver the best service possible for Wiltshire's residents.
75. As the current CPI rate of inflation has again dropped to 3.2%, this issue has been de-escalated to a strategic risk for ongoing monitoring and mitigation.
76. The strategic risk about the cost of SEND provision exceeding the High Needs Block of the Dedicated Schools Grant has been escalated to an issue. The Council was invited to take part in the DfE's Safety Valve programme in July 2023 due to the cumulative deficit in the High Needs Budget from DSG. Following consultation with stakeholders, including parent/carers, the Council's Safety Valve management plan was approved by the DfE in March 2024, with funding of £67m from 2023/24 to 2028/29. The Safety Valve (SEND transformation) funding will be paid in six tranches and, should the agreed actions prevent costs escalating, the cumulative deficit would be reduced to £70m by 2028/29. The Council's intention is that this remaining deficit will be met by the Council's own high needs earmarked reserve. However, if the statutory override is removed by government in 2025/26 then this reserve would not be sufficient to meet the projected HNB DSG deficit at that point in time (£92.9m).
77. The Council's teams continue to work to mitigate the impact of these issues and will do so until they are no longer having a direct impact on delivery of services.
78. The emerging risk added during Q3 2022/23 remains, reflecting the potential for additional service pressures in upcoming quarters. These come because of other agencies – with whom the Council has a dependency or interaction – experiencing their own difficulties, such as an increase in demand to their own services or unforeseen workforce challenges.
79. As ever, these continue to be actively monitored and managed to reduce impact, with the Council supporting its partners to deliver the best service they can for Wiltshire's residents.
80. Officers are meeting regularly with the Internal Audit to review progress against the agreed action plan, which was reported to November's Audit and Governance Committee meeting. Work is progressing well on outstanding actions, which are due to be completed on schedule.
81. A new Strategic Risk Working Group met in late April. The group, chaired by the Director of Legal and Governance, includes Directors and officers representing each of the three corporate directorates, as well as members of the Executive Office. The group is tasked with overseeing regular policy reviews and implementation of the Internal Audit Action Plan, as well as ensuring that strategic risks remain relevant and are regularly updated.

Future Developments

82. A new Risk Management Policy has been developed and is being reported to May's Cabinet meeting. The new Risk Management Policy incorporates best practice from across the sector and aligns the Council's risk management processes with external partners and other local authorities. The new Risk Management Policy strengthens the Council's approach to managing risks that might impact the Council's ability to deliver

services and achieve its strategic aims. If approved, implementation of the policy will result in changes to how risks are scored and reported.

83. The new Risk Management Policy includes a new 5x5 matrix for scoring risks, replacing the current 4x4 matrix, which allows for more granular assessments of risk likelihood and impact. The Policy also provides five new levels of risk appetite and 12 new risk categories, to better articulate how much risk the council is willing to tolerate for a particular type of risk.
84. The new Risk Management Policy provides new criteria for escalating risks between different tiers of risk register, as well as new criteria for reporting risk. As a result, in addition to the strategic risks reported quarterly to Cabinet, Appendix 2 to the Performance and Risk Monitoring Report will in future also include exception reporting of corporate risks, where these exceed their appetite, remain very high despite implementation of mitigating controls, or have rapidly increased in their risk score since the previous report. This will allow more transparent strategic oversight of the Council's current risk profile.
85. The Risk Management Policy has been subject to an extensive consultation with key officers from across the Council, as well as with the SWAP Internal Audit team and the Corporate Governance Group. In February, Councillors on the Audit and Governance Committee had the opportunity to comment on an earlier draft. Briefings have also been given to both the chairs of the Audit and Governance Committee and the Overview and Scrutiny Management Committees, and to Councillors sitting on the Housing Board.
86. Oflog has published its draft Corporate Plan for 2024 to 2027, setting out how it will deliver the strategic objectives set out in its remit. The Corporate Plan was open for consultation, to which Wiltshire Council submitted a response. Feedback from officers requested further clarification on the relationship with regulators and other organisations such as CIPFA and the LGA, as well as on how financial stability will be assessed and the role of the proposed Productivity Plans. Feedback also questioned Oflog's reliance on contributions of expertise from local authorities and the risks should this capacity not be available. Officers also highlighted the need for central government action to ensure consistent standards in metrics, as well the need for an independent advisory board.
87. The Bath & NE Somerset, Swindon and Wiltshire (BSW) [Integrated Care Strategy \(ICS\) includes a local implementation plan for Wiltshire](#), which is aligned to the overarching commitments in Wiltshire's Joint Local Health and Wellbeing Strategy. Wiltshire's Integrated Care Alliance (ICA) and its associated sub-groups is delivering on these commitments and [monitoring arrangements for reporting to the Health and Wellbeing Board](#) have been proposed in a paper to the Health and Wellbeing Board. The first annual report against these is expected shortly.

Safeguarding Implications

88. There are no direct safeguarding implications arising from the report. However, performance for a number of key metrics relating to the safeguarding of children and adults is reported, allowing for strategic oversight of safeguarding considerations. Action is taken where improvements in performance are required, or where risks increase or new risks present.

Public Health Implications

89. There are no direct public health implications arising from this report. However, performance for a number of key public health metrics is reported, allowing for strategic oversight of public health considerations. Action is taken where improvements in performance are required, or where risks increase or new risks present.

Procurement Implications

90. There are no procurement implications arising from this report as it is for information only and no decision is required.

Equalities Impact of the Proposal

91. There are no equalities implications arising from this report as it is for information only and no decision is required.

Environmental and Climate Change Considerations

92. There are no direct environmental implications arising from this report. However, performance for a number of key environment metrics is reported, as are two climate-related risks, allowing for strategic oversight of environmental and climate change considerations. Action is taken where improvements in performance are required, or where risks increase or new risks present.

Workforce Implications

93. There are no direct workforce implications arising from this report. However, it should be noted that recruitment and retention of staff remains a live issue for the Council, as well as for the wider sector, and that active management is underway.

Risks that may arise if the proposed decision and related work is not taken

94. This is not applicable as the report is for information only and no decision is required.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

95. This is not applicable as the report is for information only and no decision is required.

Financial Implications

96. There are no direct financial implications arising from this report as it is for information only and no decision is required.

Legal Implications

97. There are no direct legal implications arising from this report as it is for information only and no decision is required.

Overview and Scrutiny Engagement

98. The Overview and Scrutiny Management Committee (OSMC) are due to consider this report and associated appendices in their meeting on 29 May.
99. At their meeting on 12 February 2024, the Committee asked a number of questions relating to measures on the 2023/24 Q3 Corporate Performance Scorecard. Full details of responses from officers is provided in the minutes of the meeting. A summary is provided below.
100. The Committee asked for reassurance that work to reduce the disadvantaged performance gaps was being resourced sufficiently. It was reported that all schools, both maintained and academies, have had the opportunity to attend a Disadvantaged Learners Conference in the Autumn term, which was followed by a series of Network events to provide practical support to leaders and practitioners, focused on academic performance as well as health, wellbeing and attendance. 12 schools have engaged with IPPOP, a targeted programme of Disadvantaged Learner support that looks at systems and processes in schools with the greatest gap. The Committee was reassured that this is a strategic priority of the Wiltshire Learning Alliance as an area of focused improvement.
101. The Committee asked whether the percentage of EHCPs issued on time not moving at the expected pace would impact the Safety Valve plan. The Committee was reassured that the metric was not out of line with expectations, and that although EHCP numbers had increased over the past year, they were broadly in line with the unmitigated forecast on which Safety Valve was based.
102. The Committee noted the lack of resource in the Antisocial Behaviour team and asked whether alternative ways to cover maternity leave were being explored. The Committee were informed that a combination of maternity leave and a secondment within the team was having a significant impact on the resources available to deal with antisocial behaviour complaints. However, a temporary ASB officer had recently been advertised, resulting in a number of applicants, the Council continues to work closely with Wiltshire Police, housing providers, and the Office of the Police and Crime Commissioner to identify which agency is best placed to deal with an issue.
103. The Committee asked how long care experienced young people were in unsuitable accommodation for and whether this was the result of a lack of capacity. A breakdown of the current accommodation for the 12 young people represented by this measure was provided and it was noted that the length of time young people remained in unsuitable accommodation varied according to their circumstances and choices. The Committee was reassured that a multi-agency approach was adopted to provide a safe and supportive pathway for care experienced young people to independent living.
104. The Committee asked what percentage of planning applications have an agreed extension, and whether that percentage was increasing. The Committee was provided with data for the past three years, which showed that whilst the percentage of extensions on major applications had increased steadily, the same was not true of non-major applications, despite officers more recently being encouraged to agree extensions.
105. Physical activity of children was discussed, and the Committee asked what the Council was doing to combat childhood obesity. The importance of leisure centres was noted,

as well as the targeting of work towards those at the lower end of the financial scale, with the FUEL programme and Street Tag both cited.

106. The Committee questioned whether repeat referrals to Repeat referrals to children's services was increasing. It was highlighted that rates in Wiltshire were low in comparison to other areas over the longer-term and that thresholds would continually be reviewed.
107. The Committee asked for further information regarding Carbon Literacy training, and noted that success will be measured by accreditation, with the Council currently having a bronze status. 117 officers have now completed the training, of the required 750 trained officers required to achieve silver accreditation.
108. The Committee raised a point about the variety of adapters required in order to use new public vehicle charging points. It was noted that this was due to contractual reasons.
109. The Committee asked for clarity on when the most potholes were reported, and learnt that generally this tends to be higher in the spring compared to the winter, with 4,935 potholes reported in April 2023 compared to 1,943 in December 2023.
110. Clarity was also sought as to who provides scrutiny for service level risk registers. It was noted that risks are discussed at POBs, with the potential for anything arising at these Boards to be taken to the relevant select committee.

Options Considered

111. There are no options to consider as the report is for information only and no decision is required.

Conclusions

112. This report brings together the expanded list of corporate performance indicators and supplementary commentary to provide further context around the Council's activities in these areas, as well as risks that may prevent the Council from achieving its strategic ambitions.

Perry Holmes Director, Legal and Governance

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Appendices

Appendix 1 – Performance Scorecard 2023/24 Q4.

Appendix 2 – Strategic Risk Summary

Background Papers

Corporate Performance and Risk Policy, February 2019.

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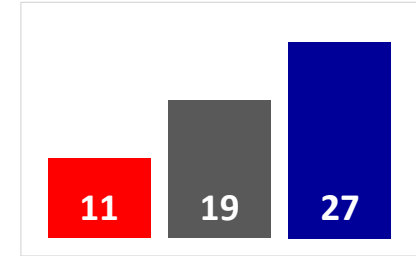
Wiltshire Council Performance Scorecard - 2023/24 Quarter Four

Of the 58 indicators on this scorecard 46 (79%) were ranked as either positive or neutral in terms of improved performance.

Arrows show the direction of travel. Blue indicates a measure is at or better than target or within a target range. Grey indicates a measure is slightly outside the target but heading the correct direction, or is likely to be on target by the stated deadline. Red is substantially worse than target. The graph to the right summarises how many measures fall into each category.

All measures show a rolling 12-month average or cumulative total, unless stated, with most recent figures presented even though these may not represent a full quarter.

Figures for the previous two quarters or years may have been updated since first reported to incorporate new or updated data.



Gold shaded measures are main indicators	Unshaded indicators support a main indicator	Grey shaded indicators are selected from a basket of possible measures - the name of that basket appears above the measures
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Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
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We Get the Best Start in Life

Educational Gap: Phonics

(The percentage point gap at Year 1 between pupils receiving the pupil premium and their non-disadvantaged peers - achieving phonics. The gap specific to maintained and academy schools is also provided.)
Source: Nexus

Below national benchmark (16.6%) by August 2025

23%

21%

23.7%
23% maintained
24% academy

Aug-23

annual - academic year



Lower is better

The published data that we have received indicates that the phonics gap has increased to 23.7% and is above the National Gap. This remains a priority area for improvement aligned with the disadvantaged strategy. There is not a significant difference in terms of the disadvantaged gap between maintained schools and academies, and the gap remains an area of focus for both types of school.

Educational Gap: KS4

(The percentage point gap between pupils receiving pupil premium and their non-disadvantaged peers - achieving 5+ in English and Maths at KS4)
Source: Gov.uk Explore Education Statistics

Below national benchmark (27.0%) by August 2025

31.7%

32.2%

32.6%
23.5% maintained
38.4% academy

Aug-23




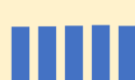




annual - academic year



Lower is better

The target is to reduce the gap to be in line with national at 27% by August 2025. The strategy is to continue the positive trajectory of maintained school outcomes in all areas, accelerate outcomes in academies to address the gap and to extend our reach to schools and secure wider engagement. Factors contributing to outcomes in maintained schools include the 3 year systematic, structured SIA programme, responsive strategy, CPD, significant partnerships and collaborations and a tiered approach. The gap is not as large in the maintained schools, but there is a caution in that only 4 schools are maintained in then Secondary sector. The performance though is encouraging. The gap is wider with academies but even within this, there is variance between Trusts and within Trusts. Academies have engaged in the Affordable School Strategy and through the Wiltshire Learning Alliance this year. Performance for 20/21 and 21/22 is not comparable as assessments were completed differently during Covid.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
<p>Overall educational outcomes: KS4 (Educational attainment for ALL pupils - Percentage achieving grade 5+ in BOTH English & Maths ('Basics') at KS4) Source: Gov.uk Explore Education Statistics</p>	Between 48% and 50%	52.5%	48.6%	44.8% 31.7% maintained 46.6% academy	Aug-23	annual - academic year	<p>Higher is better</p>	Wiltshire performance for 2023 was 44.8%, which is a slight decrease from 2022 at 48.6%. The national level for 2023 was 45.3%. Caution should be taken when looking at the performance of maintained schools against academy given the number of schools that are maintained is significantly smaller. Please note that the academy data includes the grammar school sector, which makes comparisons in KS4 slightly nuanced. Performance for 2020/21 and 2021/22 is not comparable as assessments were completed differently during Covid.
<p>Educational outcomes specific to SEND: KS4 (Educational attainment for SEND pupils with an EHCP - Percentage achieving grade 5+ in BOTH English & Maths ('Basics') at KS4) Source: Gov.uk Explore Education Statistics</p>	Between 8.5% and 10.5%	6.6%	9.9%	8.0% 6.6% maintained 8.6% academy	Aug-23	annual - academic year	<p>Higher is better</p>	The national level for 2023 was 6.6%. Caution should be taken given the low numbers of SEND pupils in the four maintained schools. The overall performance of SEND pupils in academies is a positive in terms of performance outcomes and correlates with the overall profile across the whole sector. Performance for 2020/21 and 2021/22 is not comparable as assessments were completed differently during Covid.
<p>Percentage of EHCPs issued within 20 weeks on time with no exceptions Source: Wiltshire Council</p>	Above 40%	25.4%	26.0%	26.3%	Mar-24	average over last 12 months	<p>Higher is better</p>	Demand for assessments continues to be high in Wiltshire. There continues to be fluctuations in the monthly request rate but overall the upward trend in demand continues.
<p>Percentage of schools rated good or outstanding by Ofsted (Includes primary, secondary and specialist schools) Source: Ofsted via Perspective Lite database</p>	Above national average (90%)	81.5%	83.3%	84.0%	Mar-24	current position	<p>Higher is better</p>	The percentage of schools that are Good or Outstanding has continued to increase with a steady improvement in performance. However, at 84% it remains below the current target of 90% - the national average - and is also slightly below the south west average of 87%.
<p>Percentage of early years settings rated good or outstanding by Ofsted Source: Ofsted via LATE and FID databases</p>	Above 98%	97.69%	97.65%	97.63%	Mar-24	current position	<p>Higher is better</p>	We are currently at 97.63% of all registered Early Years provision in Wiltshire being graded at least Good by Ofsted. If we remove the school-based provision data we are showing that 98.68% of our nurseries, pre-schools and childminders are at least Good. Of those settings judged to be less than good, 72% are childminders. Overall, 98.68% of our nurseries and pre-schools are at least good and 97.59% of our Childminders are at least good.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
We Stay Active								
Percentage of Children who are Physically Active Source: Active Lives Children and Young People Survey, Sports England	Above 60% over course of Business Plan	50.5%	53.7%	47.8%	Sep-22	annual figures	 Higher is better	 <p>The trend shows the last five financial years. The slight drop in children's physical activity in 2021/22 is currently a single data point drop. It is too early to tell if this is a trend or a one-off change in what was an increasing measure and an area where Wiltshire historically has been either close to or above the South West and England averages.</p>
Percentage of Adults who are Physically Active Source: Sports England Active Lives Survey	Above 75% over course of Business Plan	72.1%	72.9%	71.9%	Nov-22	annual figures	 Higher is better	 <p>The trend shows the last five financial years. This data is based on subjective survey responses. There had been small improvements in each of the last three years put the activity levels in adults in Wiltshire above the national (65.9%) and regional (70.5%) average. Wiltshire figures are not quite on target but trend is indicating it is on track to be achieved.</p>
Number of visits to Council-run leisure centres Total monthly visits based on membership card swipes and walk-in payments. Excludes other visitors. Source: Wiltshire Council	1,698,601 per year	1,706,193	1,748,172	1,792,494	Mar-24	cumulative total over last 12 months	 Higher is better	 <p>Figures continue to improve and at the end of Q4 are the highest they have been, exceeding 2017-18 figures. When compared to Q4 last year, there has been an increase of 10% on quarterly visits. When comparing against the full year the increase is a total of 11% on 2022/23.</p>
Number of library visits (Cumulative total over 12 months) Source: Wiltshire Council	1,200,000 per year	1,166,368	1,226,454	1,275,000	Mar-24	cumulative total over last 12 months	 Higher is better	 <p>Q4 visits exceed the target of 1.2m by 6.25%. At the end of Q4 library visits are up +26.3% April 2023–March 2024 compared to the same 12-month period last year and are at 82.8% of pre-pandemic levels, ahead of the national trend. This is an improvement on the pre-pandemic figures in Q3 when recovery had reached 77.6%. The increase from this financial year to last would have been higher however, maintenance work at Amesbury, Bradford-on-Avon, Marlborough and Wilton Libraries necessitated periods of closure so footfall reflects this. Work on improving visitor numbers continues and additional ideas will be considered as part of the Library Strategy programme to ensure visitor numbers reach pre-pandemic levels, as loans of stock did in December 2023.</p>






Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Number of hectares of new tree/woodland planting that is publicly accessible (Either permissible access rights or a PRow running through the new woodland area). Source: Wiltshire Council	111 hectares for 2023/24	0.03	68.18	Mar-24	cumulative total over last 12 months	Higher is better		The Woodland GAPS Team helps to facilitate the planting of trees by private landowners and community groups, through directing groups to funding, assisting with land searches, and grant application writing along with other support. The team can also directly support community groups and schools with planting days where they need assistance with organisation. When the planting season came to an end in March 2024 we had a flurry of projects come to fruition, which has led to the uplift in woodland planting delivered to 68.18Ha in Q4. In addition to the schemes we have directly supported, we are also gathering data from partners to get the most accurate picture possible of tree planting across the county.

Percentage of people in their own homes 91 days after entering the reablement service Source: Wiltshire Council	Between 80% and 90%	81.94%	82.51%	83.80%	Mar-24	average over last 12 months	Higher is better	The outcome at 91 days shows the longer term affects of reablement and its ability to maintain and support people to remain in their own homes. Wiltshire Reablement performs well in this area which demonstrates the effectiveness and success in supporting longer term outcomes. The outcomes achieved are representative of the model of service, which offers the opportunity to rehabilitate under a therapy led programme - Wiltshire reablement is an inclusive service and does not apply a selective criteria.
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We are Safe

Repeat referrals to Children's Services (% referrals within 12 months of previous referral) Source: Wiltshire Council	Between 14% and 20%	16.4%	17.4%	17.9%	Feb-24	average over last 12 months	Lower is better	Note that the final Q4 figures weren't available until late April (to allow for case recording). Performance for January and February continues to remain within our expected target range and demonstrates that our thresholds are consistently applied, and effective work is undertaken to achieve successful closure/step down out of statutory services.
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Percentage of children in care fostered within Local Authority provision (Excludes Connected Carers) Source: Wiltshire Council	Between 42% and 48%	42%	42%	42%	Feb-24	average over last 12 months	Higher is better	Note that the final Q4 figures weren't available until late April (to allow for case recording). Performance improved slightly in the first 2 months of Q4. A placement sufficiency strategy and action plan is in place to reflect the need to increase this further in line with national sufficiency challenges.
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Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Adult Safeguarding								
Percentage of S42 Outcomes Met (% of statutory enquiries into possible abuse or neglect [section 42] in which set outcomes were met) Source: Wiltshire Council	Between 95% and 100%	96.5%	96.8%	96.8%	Mar-24	average over last 12 months	 Higher is better	Strong performance continues, which is well within target range and on a positive trajectory following a decrease in Q1 earlier in the year.
Number of adult social care providers currently rated inadequate in CQC Inspections Source: Care Quality Commission	0 (no inadequate providers)	0	0	0	Mar-24	current position	 Lower is better	There are no care homes in Wiltshire currently rated by the CQC as Inadequate.
Number of working-aged adults in residential care (Long-term support needs of younger adults aged 18-64 met by admission to residential and nursing care homes, per 100,000 population - ASCOF) Source: Wiltshire Council	Between 12 and 15	21.5	25.5	24.5	Mar-24	average over last 12 months	 Lower is better	This cumulative metric looks at the number of new admissions of younger adults to residential and nursing care homes. This measure includes admissions following a discharge from hospital, if the adult was in residential or nursing prior to hospital, this is still counted as a new admission. Over the last rolling year there has been a steady increase in the number of admissions. Some of the increase can be attributed to the introduction of the Moving on Service and younger adults in residential placements transitioning across from Childrens to Adult Services - the service started in August. We continue to consider alternatives as part of our transformation work, although we are aware that we have a shortage in accommodation options to support people in the community. A full review is being led by Commissioning to further understand changes seen in demand and mapping/planning for sufficient placements going forward.
Road Safety								
Percentage of reported P1 potholes repaired within 24 hours (Does not include "Find & Fix". Numbers below percentages are the average number reported over the previous 12 months) Source: Wiltshire Council	95% or over	73.85% 1,595	73.05% 1,784	73.30% 2,228	Mar-24	average over last 12 months	 Higher is better	Q4 has shown a rapid increase in the number of pothole reports. Additional resources have been deployed, which have arrested the drop in the percentage repaired. This has resulted in month on month increases in the percentage repaired for February (70.63%) and March (73.30%).
Percentage of roads scheduled for treatment that have been resurfaced (Based on roads identified in the 12-month plan. Numbers below percentages are the total miles resurfaced over the previous 12 months) Source: Wiltshire Council	100% of roads identified in the 12-month plan (113.9 miles)	84.83% 96.74	92.37% 105.20	103.64% 118.04	Mar-24	cumulative total over last 12 months	 Higher is better	Surfacing activities have progressed well. Surface dressing activities were completed before the winter period. Other surfacing has on occasion been delayed by the wet winter weather but the overall programme has been achieved.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment	
Percentage of cars found speeding by Community Speedwatch Teams Source: Wiltshire Police		3.97%	3.84%	3.90%	Mar-24	average over last 12 months			The civilian speed enforcement team recently won a High Sheriffs award for their work on the county's roads, targeting driving offences and speeders, along with other Teams. Wiltshire Police have extended their Days of Action every month to include Community Action Initiatives (CAIs) with their Community Based Volunteers (CBVs). They look to carry out safety sweeps (previously known as weapons sweeps), reassurance patrols, conduct leaflet drops and take community surveys.
Public Protection									
Percentage of reported antisocial behaviour cases resolved within 60 days Source: Wiltshire Council	90% or over	93%	79%	57%	Dec-23	current position with a 2-month lag			One of our two ASB Officers went on maternity leave during Q3. This has impacted negatively on the 60-day resolution performance. Fortunately, ASB complaints tend to reduce over Q3 and Q4 due to the colder weather. Steps are being taken to resolve resources through backfill.
We Live Well Together									
Stability for Looked after Children									
Percentage of Looked After Children Placed more than 20 Miles from Home (Excludes unaccompanied asylum seeker children) Source: Wiltshire Council	Between 34% and 37%	39%	39%	37%	Feb-24	average over last 12 months			Note final Q4 figures weren't available until late April (to allow for case recording). Performance in the first 2 months of Q4 is encouraging, especially given significant placement sufficiency challenges; this is very positive. For context, 39% of all those children and young people placed over 20 miles from home reside within Wiltshire. In the current climate this remains strong performance.
Percentage of Care Experienced Young People in Suitable Accommodation (% of 19-21 year old care experienced people in suitable accommodation) Source: Wiltshire Council	Between 90% and 100%	95%	94%	94%	Feb-24	average over last 12 months			We continue to be ambitious and have recently stretched our target from 85-95%+ to 90-100%. Positively, performance in the first 2 months of Q4 is within this new target range. Full data for Q4 weren't available until late April (to allow for case recording).

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
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Public Health


<p>Uptake of NHS health checks (Percentage of invited NHS health checks undertaken. Numbers below percentages are the number of checks offered over the previous 12-months) Source: Wiltshire Council</p>	45% or over (Return to pre-Covid level)	31.9% 39347	33.3% 41351	34.5% 42115	Dec-23	average over last 12 months		<p>Although more residents have been invited for an NHS Health Check during Q3 in comparison to Q3 2022/23 and Q2 of this year 2023/24, the uptake percentage for those receiving an NHS Health Check is broadly similar to the same comparator periods. Ideally this figure should be higher. We are therefore working with the Chippenham, Corsham and Box Primary Care Network (CCB PCN) to increase the uptake rate of men receiving an NHS Health Check, by working with a marketing company to do targeted Facebook ads that will run from 1st-30th April. We will be able to see in the Q1 data for 2024/25 whether this campaign has had an impact.</p>
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<p>Rates of smoking cessation (Percentage of those seeking smoking cessation support who are smoke free 4 weeks after their quit date. Numbers below the percentages are those who've successfully quit smoking over the previous 12-months). Source: Wiltshire Council</p>	35% or over	43.53% 461	44.16% 461	45.93% 479	Dec-23	average over last 12 months with a 9-month lag		<p>The smoking quit rate has increased in Q3, the most recent quarter for which data is available, and is now the highest it has been for 2 years. However, as fewer people are setting a quit, we are seeing fewer people achieving a 4 week quit date. The current smoking population are therefore going to be our most hardened smokers, so the Q3 quit rate is very positive and reassuring. Additional smokefree grant money is being given to Local Authorities from April 2024 to increase the number of set quit dates set, the funding will be going towards increasing capacity within Primary Care to support this and meeting the nationally set targets for this funding.</p>
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We ensure decisions are evidence-based

Participation



<p>Voter Turnout in Neighbourhood Plan Referendums Source: Wiltshire Council</p>	Above 25%	29.7%	28.1%	12.4%	Mar-24	Latest vote		<p>Turnout was down in the recent Westbury neighbourhood plan referendum and reasons for this are currently being explored. The number of referendums taking place over the past year has reduced as central government funding for support was not available between April and July 2023.</p>
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<p>Open rate for resident e-newsletters (Monthly average) Source: Mailchimp</p>	Above 40%	56.2%	53.9%	50.9%	Mar-24	current position		<p>A domain issue with Mailchimp during March resulted in some emails not reaching inboxes. This error resulted in lower open rates for March. However, performance remains strong compared to the national average open rate for government e-newsletters (28.8%) and the average open rate for all e-newsletters (21.3%). Open rates for Q4 remain above target.</p>
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Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
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We have the Right Housing

Delivery of Affordable Housing Source: Wiltshire Council	650 homes per financial year	583	571	532	Mar-24	cumulative total over last 12 months	 Higher is better	 Numbers for Q4 are down previous quarters and the historic levels due to overall downturn in the market. This is impacting delivery from housebuilders.
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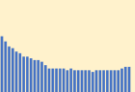
The number on the Housing Register (Total number of households on the register at the end of the period, not including those on the open market register) Source: Wiltshire Council	Below 5,000	3,948	3,937	3,948	Mar-24	current position	 Lower is better	 We have seen a very small increase (less than 1%) in the total number of households on the housing register that, compared nationally, is a big achievement as the demand for social housing remains high. We continue to review old applications and this will be a focus again this year to ensure the data remains as up to date and accurate as possible.
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Total Households in Temporary Accommodation Source: Wiltshire Council	Below 100 placements	168	131	125	Mar-24	current position	 Lower is better	 This year we have had a real focus on trying to reduce the total number of households in temporary accommodation following a peak of 184 in May 2023. This has been a huge success with a significant reduction in numbers when demand continues to increase.
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Planning process - determination of major applications (Percentage completed within the statutory period or agreed extension. Numbers below percentages are the number of new applications received over the previous 12 months) Source: Wiltshire Council	Above 60%	75% 122	82% 117	87% 134	Mar-24	average over last 12 months	 Higher is better	 Performance has significantly improved for 2023-24, compared to the previous two years and is consistently above the statutory 60% target. The number of Major applications received in Q4 2023-24 is almost double the number received the previous quarter, and has increased overall in 2023-24 compared to the previous year.
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Planning process - determination of non-major applications (Percentage completed within the statutory period or agreed extension. Numbers below percentages are the number of new applications received over the previous 12 months) Source: Wiltshire Council	Above 70%	80% 3387	85% 3317	90% 3271	Mar-24	average over last 12 months	 Higher is better	 Performance is steadily improving each quarter and is consistently above the statutory 70% target. The leap in performance (quarterly rather than averaged) from 84% in Q1 2023/24 to 92% in Q2 2023/24, 93% in Q3 2023/24 and 94% in Q4 2023/24 shows that good progress has been made consistently over the last four quarters.
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We have the Right Skills to Prosper

Unemployment (percentage of the work age population [16+] claiming out of work benefits) Source: NOMIS	Below national average (3.9%)	2.0%	2.0%	2.2%	Mar-24	current position	 Lower is better	 Wiltshire's claimant rate for the working age population of 2.2% is consistently lower than the national average at 3.9% and the South West at 2.7%. This is a slight increase on the previous quarter that reflects a steady increase in the numeric value over the last few quarters from 6050 at the end of Q2 2023/24 to 6190 for Q3 2023/24 and 6815 for Q4 2023/24.
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Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Youth Claimant Rate (percentage of 18-24 year olds claiming out of work benefits) Source: NOMIS	Below national average (5.2%)	3.2%	3.1%	3.4%	Mar-24	current position		Wiltshire's youth claimant rate is 3.4%, compared to 3.6% across the South West and 5.2% nationally. There is a slight increase on the previous months across all regions. The numeric value for this measure is 1,200.
% 16-17 year-olds who are NEET Source: Wiltshire Council	Between 2% and 2.6%	1.7%	2.1%	2.6%	Feb-24	quarterly figures		Note that data for January and February is provisional as the data has not yet been validated by the DfE. The increase is expected at this point in the year (as for national and individual LAs) as our rate of "Unknowns" decreases and we identify those in EET and NEET. Nationally we perform well - our "Unknown" rate is 0.5% in February compared to a national rate of 1.6%. Our NEET rate for February is 2.6% compared to national rate of 3.3%. Performance remains within the expected range.
% care-experienced 16-17-year-olds who are EET Source: Wiltshire Council	Between 65% and 75%	66%	62%	60%	Feb-24	average over last 12 months		Performance this quarter remains below the target range. There is a care experienced steering group held monthly, which is proactively supporting the care experienced young people who are NEET. It's important to note that some young people may be unable to be in EET due to their physical/mental health. A full breakdown of exceptions in Q4 will be provided to the relevant Performance Outcome Board.
Gross weekly pay (Gross weekly pay by workplace) Source: ONS annual survey of hours and earnings	Above the national rate (£682.60)	£569.30	£610.80	£646.00	2023	annual figures		Workplace earnings remain below residential earnings (£669.10 per week). While minor, the gap is once again widening between workplace earnings and residents earnings meaning residents still commute for higher paid opportunities. This should be monitored and considered in future plans.
Regional GVA (Value generated by economic activity in £ per million) Source: ONS	Above South-West average (£14,362m)	£12,358m	£11,383m	£12,192m	2021	annual figures with a 2-year lag		GVA is slightly higher than South West average in 2021 due to high levels of public sector employment within Wiltshire providing protection from the pandemic. Wiltshire's GVA growth is not keeping track with the South West average (£14,362m), or the average for just rural counties in the region (£13,113m).
Level 4 skills (Percentage of 16+ individuals qualified to Level 4) Source: ONS Annual Population Survey	Increase gap above the national level (43.6%)	38.6%	40.3%	45.6%	2021	annual figures with a 2-year lag		Wiltshire has 45.6% of the population educated to level 4 and above compared to 42% in the South West and 43.6% across Great Britain.


Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Gross Disposable Household Income (Gross Disposable Household Income per head of population at current basic prices) Source: ONS	Above the rate for England (£22,213)	£22,844	£22,267	£22,645	2021	annual figures with a 2-year lag	Higher is better	Annual data for 2021 was published in October 2023. Income in 2021 increased on the year before, moving back to 2019 (pre-pandemic) levels.
We have Vibrant, Well-Connected Communities								
Transport and links								
Bus journeys (Number of passenger trips on both the commercial and supported bus network) Source: Bus operators	7,905,000 (trips per annum by Q4 22/23)	7,948,739	8,256,747	8,395,902	Feb-24	cumulative total over last 12 months	Higher is better	Bus passenger numbers continue to increase across Wiltshire in line with national trends and remain well above the current target.
Rail journeys (Number of entries and exists from Wiltshire's rail stations) Source: Office of Rail and Road		1,613,818	4,600,314	5,584,530	Mar-23	annual figures	Higher is better	Rail journey numbers to/from Wiltshire stations have recovered to 80% of the pre-Covid (3 year average) level. This is lower than for the SW region (89%), partly explained by the loss of long-distance commuting and business travel, but also reflecting degraded services on several routes.
Percentage of gigabit broadband coverage Source: Local Broadband Information by thinkbroadband	85% coverage by 2025	65.0%	65.9%	68.5%	Mar-24	current position	Higher is better	The publicly funded programme is due to begin later this year but private sector build is increasing incrementally.
Percentage 4G mobile phone coverage (Percentage of premises with indoors 4G reception from all four providers) Source: Ofcom Connected Nations report		74.61%	75.32%	73.87%	Sep-23	current position	Higher is better	Coverage anticipated to increase alongside the Shared Rural Services network that is currently in development. The issue reported in and around Potterne has now been resolved, but may not be reflected in the data until it is next updated later this year.
Town centre vibrancy								
Car park transactions (Number of pay-and-display transactions) Source: Wiltshire Council		311,180	316,154	318,013	Feb-24	average over last 12 months	Higher is better	There has been a communication strategy promoting the use of MiPermit the parking app and allowing more flexibility in the way parking stays are paid. This allows parking times to be extended and more transactions. An average of over 20,000 new accounts a month in Mipermit are being recorded. This combined with the increased tourist and visitor use is increasing parking stay transactions. The usage is being monitored to ensure its longevity.

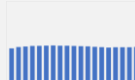
Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Income from pay and display car parks (Including season tickets) Source: Wiltshire Council		£646,488	£653,827	£657,333	Feb-24	average over last 12 months	 Higher is better	There has been a communication strategy promoting season tickets and with the return to the workplace the income from season tickets has increased when comparing the figures from the same period 12 months ago. The success of the Mipermit App and flexible payments for pay and display car parks is encouraging parking stays. The pay and display income is also linked to the increased tourist and visitor use, and the staycation, increasing parking stays. The usage is being monitored to ensure its longevity.





We Take Responsibility for the Environment

Waste economy

Household Waste (Kilograms of waste produced per household) Source: Hills	Below 880kg (at the end of Q4)	933	939	947	Feb-24	cumulative total over last 12 months	 Lower is better	More household waste tonnage has been managed during 2023/24 (with data to the end of February 2024) compared to the previous year. Consistent increases each quarter mean this trend is expected to continue to year end. There has been a notable increase in garden waste collected compared to 2022/23.
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Recycling Rate (Percentage of household waste recycled or composted) Source: Hills	Above 45%	41.6%	42.0%	42.5%	Feb-24	average over last 12 months	 Higher is better	The household waste recycling rate has improved by 2.7% compared with Q4 2022/23 (with data to the end of February 2024), though the in-year recycling rate typically declines in this period as seasonal garden waste tonnage reduces. Tonnage of garden waste for composting has increased by 20.8% compared to the same period in 2022/23. The service also continues to actively promote the "Recycling - Let's sort it" campaign and has rolled out bag-sorting stations at all 10 Household Recycling Centres during Q3 - both activities aimed at increasing recycling.
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Waste Recovery Rate (Percentage of household waste sent for treatment/energy recovery) Source: Hills	Above 42%	42.6%	42.5%	42.9%	Feb-24	average over last 12 months	 Higher is better	The Waste Recovery rate has reduced compared with Q4 2022/23 (with data to the end of February 2024) but has seen a very modest in-year improvement compared with Q3. This in-year improvement reflects a trial to shred bulky residual waste from Household Recycling Centres to make this suitable for Lakeside Energy from Waste (EfW). It is important to review the Waste Recovery Rate alongside the Recycling Rate, as both factors contribute to the overall diversion of waste from landfill. Any changes in the quantity of waste sent for recovery will influence the percentage of recycling rate, and vice versa.
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Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Residual Waste Rate (Percentage of household waste sent to landfill) Source: Hills	Below 13%	15.8%	15.5%	14.6%	Feb-24	average over last 12 months	 Lower is better	Performance compared with Q4 2022/23 (with data to the end of February) has seen an improvement of 1.1%, which reflects the trial to shred bulky residual waste from Household Recycling Centres (HRCs) and redirecting this to an energy from waste facility during November and December 2023.
Fly tipping reports (Change in the number of reported fly tipping incidents over 12 months compared to the same period the previous year) Source: Wiltshire Council	Greater decrease than the national average (-4% per year)	7.1%	12.1%	6.0%	Mar-24	Difference compared to previous 12 months	 Lower is better	Q4 numbers are up 27% on Q3 2023/24 but are down 17% on Q4 2022/23. However, only 4% of reports with evidence have resulted in formal actions being taken within the month of reporting. Despite the increase in enforcement resources and enforcement actions, during times of lower economic activity fly tipping reports are likely to increase as waste producers seek to reduce their waste disposal costs. Fly tip enforcement actions are up 6% over 2023/24 when compared to 2022/23.
We are on the path to Carbon Neutral (Net Zero)								
Wiltshire's Greenhouse Gas Emissions (Measured in kilotonnes CO ₂ e. Carbon dioxide CO ₂ , and the other main greenhouse gases - methane CH ₄ and nitrous oxide NO ₂ - measured in terms of their warming potential relative to CO ₂ . Wiltshire emissions are territorial emissions only, i.e. these are emissions that arise within the county.) Source: UK local authority and regional greenhouse gas emissions national statistics, 2005 to 2021 - gov.uk	Below 2550 kilotonnes	3,367	2,961	3,226	Dec-21	annual figures with a 3-year lag	 Lower is better	This data for Wiltshire's greenhouse gas emissions until the end of 2021 shows the rebound effect as the county recovered from Covid related lockdowns. 2019 is therefore a more meaningful comparator than 2021. Between 2020 and 2021, greenhouse gas emissions increased in 358 out of the 374 local authorities in the UK (96%). This is consistent with the increase in overall UK emissions in 2021, which increased by 5% largely due to COVID-19 restrictions easing and colder temperatures increasing the use of heating in buildings.
Wiltshire Council's Carbon Emissions (Measured in CO ₂ e – the common unit for greenhouse gases. For any quantity and type of greenhouse gas, CO ₂ e signifies the amount of CO ₂ which would have the equivalent global warming impact.) Source: Wiltshire Council	Below 3750 tonnes	4,401	5,275	3,568	Mar-23	annual figures with a 2-year lag	 Lower is better	Wiltshire Council emissions have returned to a downward trend following the post-pandemic increase, and we are now back in line with the stretch pathway from the Anthesis report. The target for Wiltshire Council's CO ₂ emissions has been reduced from 3750 tonnes per year in 2022/23 to 3000 tonnes per year in 2023/24. This target will be used for comparison when data is next published in September 2024.

Measure description	Target	Previous two quarters or years	Latest position	Latest report	Frequency	Direction of Travel and polarity	Trend	Comment
Renewable energy capacity (Megawatts) Source: Regional Renewable Statistics - gov.uk	978MW by 2027	579	583	583.5	2022	annual figures with a 1-year lag	 <p>Higher is better</p>	The most recent data is from December 2022, published in September 2023, which includes revisions to data from previous years due to updates from suppliers or more up to date information becoming available. There is 705MW capacity of renewable energy projects with planning approval, and more in the pipeline. However such projects take many years to achieve approval and construction.
Carbon literacy training within the Council (Number of officers and Councillors who have received the training) Source: Wiltshire Council	15% of staff (800 people) by end of 2025	130	179	194	Mar-24	current position	 <p>Higher is better</p>	Carbon literacy training continues, with a focus on Directors and Councillors during Q3 and Q4. The training rate has slowed due to conflicting work demands across the organisation. There is a high risk that we will not achieve Silver award (over 800 staff accredited) by the end of 2025. It remains a challenge and needs ongoing commitment and support by senior managers to facilitate staff being trained implementing their pledges.
Energy Performance Certificates at Levels A - C (% or registered EPC recorded at one of the top three levels - a three year rolling average) Source: Energy Performance Building Certificates live tables - gov.uk	Above South West benchmark (52% for 2020-23)	48.0%	49.0%	52.0%	Aug-23	annual figures	 <p>Higher is better</p>	We use a three year rolling average to show a longer term trend, as EPC ratings can fluctuate over the shorter term. This indicator is a proxy for energy efficiency of homes, and is increasing slowly over time. The target for Energy Performance Certificates at levels A-C increases over time in line with the South West benchmark at any snapshot in time. This year the South West is at 52%.
Public Electric Vehicle Charging Points (All publicly available charging points including those owned by the council per 100,000 population) Source: Electric vehicle charging device statistics - gov.uk	63 per 100,000 population (in line with SW average for the quarter)	41	50	59	Dec-23	current position	 <p>Higher is better</p>	This indicator has previously been tracked annually, however data is available more frequently and chargepoints are being installed all the time. Therefore we have moved to tracking data quarterly, and comparing against the South West average at each report. The number of EV chargepoints continues to increase, but the previous good progress remains behind the South West benchmark.

Population of
513,200



231,734



309,700



21,560

registered businesses

13

rail stations

108

bus routes

30

libraries

3

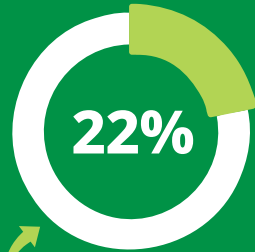
mobile libraries

20

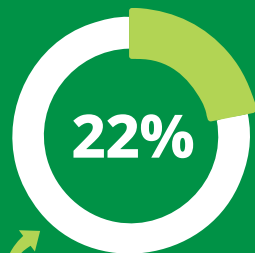
leisure centres

70,702

pupils in Wiltshire schools



22%
of residents
are 65 or over



22%
of residents
are 19 or under

325,533
hectares (total area
of the local authority)



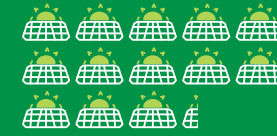
2,456
million estimated
miles of motor
vehicle journeys
on Wiltshire-
maintained
roads in 2022



73

chargeable
council owned
car parks

27,215
subscribed
to weekly
e-newsletter



13,390
photovoltaics sites



203
primary schools

29

secondary schools

5

specialist schools

10

recycling centres

27.7%

of pupils
receiving the
pupil premium

4,504km

of Wiltshire-
maintained
roads



2,563km

of surfaced
footways and
footpaths



Wiltshire Facts and Figures

These figures are intended to provide context to the performance indicators presented on the Corporate Performance Scorecard. It is important to note that not all performance measure directly map to these figures.

Wiltshire Council

Wiltshire Council Strategic Risk and Issues Summary - 2023/24

This summary gives details of issues the council is dealing with, the strategic risk register and emerging risks that may need to be quantified in the future. A guide to reading the risk register is included below.

Issues

Obstacles and Challenges that are now present and being managed as issues by Wiltshire Council

Unable to meet demand for special educational needs or disability (SEND) high needs The Council was invited to take part in the DfE’s Safety Valve programme in July 2023 due to the cumulative deficit in the High Needs Budget from DSG. Following consultation with stakeholders, including parent/carers, the Council’s Safety Valve management plan was approved by the DfE in March 2024, with funding of £67m from 2023/24 to 2028/29. The Safety Valve (SEND transformation) funding will be paid in six tranches and, should the agreed actions prevent costs escalating, the cumulative deficit would be reduced to £70m by 2028/29. The Council’s intention is that this remaining deficit will be met by the Council’s own high needs earmarked reserve. However, if the statutory override is removed by government in 2025/26 then this reserve would not be sufficient to meet the projected HNB DSG deficit at that point in time (£92.9m).

Staff Capacity: Recruitment and retention Some, but not all, service areas have identified that this has now become an issue, with there being a range of factors at play in different labour markets. These include:

- A smaller national workforce (less European immigration, earlier retirement/semi-retirement following the pandemic, increased numbers of those on out of work benefits) and closer to full employment.
- Specific skills shortages.
- Competition from the private sector and from other public sector organisations.
- The impact of the increase in the cost of living making higher wages more important.
- The cost increase of driving for those who have to travel in their role.

The result is that some services are now impacted by insufficient staffing.

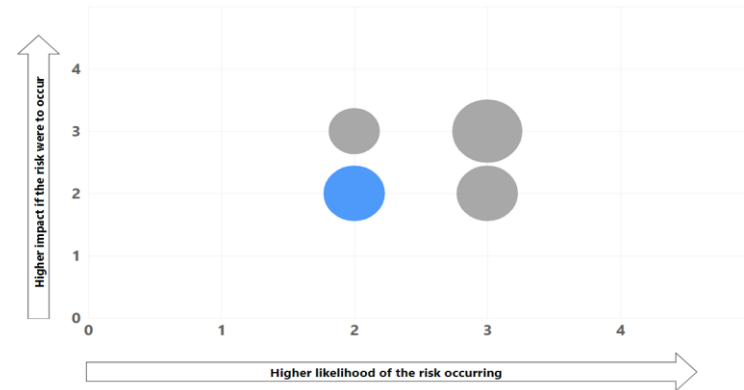
How to read the Strategic Risk Register

There are significant challenges for Wiltshire Council as it looks to empower people, build stronger communities, grow the county’s economy and lead the way in tackling climate change. The Strategic Risk Register reflects these challenges. Information that has significance across the council as a whole is displayed in two categories on the Strategic Risk Register:

1. Critical service risks: significant risks that sit in a single service but which, should they become an issue, will have a significant impact on the council as a whole.
2. Composite strategic risks: where similar risks exist in a number of different services which would not have a significant impact on the organisation on their own but put together represent a significant impact. These risks are compiled into a single strategic composite risk and included within the strategic risk register.

Each risk is fully defined by the responsible service (who assess the cause, event and effect that make up the identified risk) and is reviewed quarterly. Each risk is scored for likelihood and impact to give an overall score. A risk is initially scored as the original, untreated (inherent) risk without any mitigations in place, and then again as the current, treated (residual) risk with existing mitigation actions on place. The confidence in the current implementation of these mitigating actions is assessed as high, moderate or low. The current risk as it is now is used to assess where the risk is relative to the appetite set, and is used for the graph.

Current risks on the strategic risk register
The size of the bubble represents the number of risks with that risk score



Strategic Risk Register - ranked by the current (residual) risk score - the risk as it is now with current mitigating actions in place																
Risk ID	Risk short name	Cause	Event	Effect	Primary Risk Category	Secondary Risk Category	Owner	Risk Response	Original Likelihood * Impact	Original Risk Score	Mitigation Actions	Actions Confidence	Current Likelihood * Impact	Current Risk Score	Direction of travel	Current score vs. appetite
2 PC01	Limited capacity in the social care market	Changes in the local market (including recovery from the pandemic) means there is insufficient supply of Independent Fostering Agencies, Children's Homes, provision (Residential and Supported Living) for complex needs (including people with complex behavioural needs)	Too often provision has to be secured out of county, often in competition with other local authorities at a cost higher than the local market, on a spot purchase.	The right type of care and/or accommodation is not always available, budgetary pressure increases if people are in spot provision.	Service Delivery	Financial	Alison Elliott	Treat	4 * 4	16	Continue to monitor. Agreed to look at intervening in the market and piloting alternative support options.	Moderate	3 * 3	9	►	Within
3 PL02	Failure to manage housing development	Lack of a 5 year land supply	Loss of control over the location of new development	Non-plan led housing development may be granted consent through the appeal process; Allowing development where we don't want it; Increase in costs - defending appeals; Pressure on staff.	Legal	Reputation	Nic Thomas	Treat	4 * 3	12	Updated our 5 year land supply in April. Development Management teams are seeking to approve applications where there are no major policy obstacles, Spatial Planning continue to support neighbourhood plans to bring forward housing sites, in addition to encouraging developers to bring forward allocated sites. We do have an improved position, but still short of the 5 years. Progress on the local plan is still being given a priority.	Moderate	3 * 3	9	►	Within
4 PC02	Increasing cost of social care	Changes in regulation (including the cost of increased infection prevention, control measures, insurance costs), workforce pressures and inflationary pressures in the care market	Recommisoining of frameworks. Each individual care package cost increases for complex individuals.	Greater budgetary pressure to meet statutory requirements impacting on preventative and other spend	Financial	Service Delivery	Alison Elliott	Tolerate	3 * 3	9	Uplift process in place to monitor every request for an uplift, and joint work with operational colleagues to monitor risk.	Moderate	3 * 3	9	►	Within
5 IT03	Cyber Resilience	Malicious attacks from either internal or external individuals or organisations with the intent of stealing data or impacting the council's ability to deliver services.	Wiltshire Council's security is compromised opening up access to councils systems and personal and corporate data for malicious activity.	Loss of personal or corporate information OR loss or interruption of some or all council services delivered to citizens of Wiltshire.	Service delivery	Reputation	Mark Tucker	Treat	3 * 3	9	Work continues around recovery plans. A new plan is in place with a phased delivery over the next two years supported by a new Cybersecurity Strategy that's currently in draft and will be issued once reviewed and agreed by all the relevant stakeholders..	High	3 * 3	9	►	Within
6 FI23	Excessive Inflation	Inflation rates significantly increase or remain at sustained high rates	Inability to contain costs within budget set	Overspend, draw from reserves, inability to fund priorities	Financial	Service Delivery	Lizzie Watkin	Treat	3 * 4	12	Reserves strategy; robust budget assumptions; s25 assessment of risk, robustness and resilience (to this and other financial risks)	High	3 * 2	6	►	Within

Strategic Risk Register - ranked by the current (residual) risk score - the risk as it is now with current mitigating actions in place																
Risk ID	Risk short name	Cause	Event	Effect	Primary Risk Category	Secondary Risk Category	Owner	Risk Response	Original Likelihood * Impact	Original Risk Score	Mitigation Actions	Actions Confidence	Current Likelihood * Impact	Current Risk Score	Direction of travel	Current score vs. appetite
7 EN03	Increasing vulnerability to climate impacts	Inability to adapt key infrastructure and services to increasingly severe weather impacts from climate change.	Increased impacts from more frequent and intense weather events such as flooding, droughts, heatwaves and storms.	Direct impact on health, safety, environment, businesses, infrastructure and natural environment. Impact on service delivery, costs, insurance, vulnerable people, assets.	Health & Safety	Service Delivery	Sarah Valdus	Treat	3 * 4	12	The council's climate adaptation plan is currently being reviewed and will identify what measures can be put in place to prepare council services and the county for these climate impacts. Due to the costs associated with implementing some of these measures and the long term nature of these impacts, it is likely this risk will remain high even once a plan is in place.	Moderate	3 * 2	6	▼	Within
8 LG22	Impact of negative media/social media coverage on council	Potential negative reaction to council decision making and delivery of services.	Negative public reaction expressed via social media and through the media	Negative impact on council's reputation.	Reputation	Reputation	Ceri Toccock	Tolerate	2 * 3	6	Good controls in place include horizon scanning, working closely with directorate SMTs and trained members of staff ready to respond to incidents.	High	2 * 3	6	►	Within
9 LG08	Information Governance	Failure to manage corporate information effectively in keeping with Data Protection Act Principles, Freedom of Information legislation, cyber security requirements and the management of records under the Local Government Transparency code.	1) Personal Information not obtained and / or processed fairly. 2) Excessive information obtained and held beyond service purpose. 3) Information held for longer than purpose requires. 4) Information not accurately captured / maintained or kept current. 5) Information not protected by adequate technical measures. 6) Sensitive information inappropriately disclosed either verbally, on paper or electronically. 7) Failure to provide adequate resource to ensure the Council meets its requirements under data protection/GDPR, Freedom of Information, cyber security and record management requirements.	Reputational damage with potential of fine from the Information Commissioner's Office. Loss of strategic, corporate, sensitive and secure information. Untrained managers and staff, not familiar with basic awareness and responsibilities of good information management. Unlawful use and / or disclosure of personal data results in Risk and distress to individuals concerned. Lack of strategic and corporate understanding from Senior Leadership team can impact on service delivery, organisation reputation and may result in a loss of resource.	Legal	Financial	Jo Madeley	Treat	3 * 2	6	Good engagement and collaboration in place across the organisation. Policies and set processes in place that ensure audit trails around decision making are recorded. Annual e-learning in place which provides an overview of what staff should consider across the 4 key workstreams. IG pages regularly updated on EPIC hub, which highlights responsibilities, policies and process. Information Management and Governance Board which is attended by Senior Leadership to ensure a corporate and strategic overview.	Moderate	3 * 2	6	►	Within
10 FI12	Income Collection	Decrease in levels of income due to lower payment rates, take up of services or increase default rates	Failure to collect income as expected and budgeted for, complicated by the implications of moving from SAP to ORACLE	Increased financial pressure on other service areas in order to deliver a balanced budget across the Council as a whole which results in cuts to those other services spend.	Financial	Reputation	Lizzie Watkin	Treat	2 * 3	6	Additional budget monitoring with all heads of service, more training on Oracle, especially the production of invoices. More involvement with Finance who will steer the debt collection process	Moderate	2 * 3	6	►	Within
11 PH01	Corporate Health, Safety & Wellbeing	Inadequate or ineffective control strategy is established	Lack of application by managers and individuals of corporate policy and procedures	Likelihood of personal harm increases.	Health & Safety	Health & Safety	Sanjay Dhir	Tolerate	2 * 2	4	CLT paper commissioned to reassess levels of H&S compliance and governance thereof during 2024.	Moderate	2 * 2	4	►	Within
12 FI06	Budget management	New unfunded project, unforeseen demand or failure to make planned savings	Inability to deliver key statutory services within the service-level budget envelope	Increased financial pressure on other service areas in order to deliver a balanced budget across the authority as a whole which results in cuts to those other services spend.	Financial	Reputation	Lizzie Watkin	Treat	3 * 2	6	Being captured through budget monitoring process and RAG rated savings tracker will ensure savings are met	Moderate	2 * 2	4	►	Within

Strategic Risk Register - ranked by the current (residual) risk score - the risk as it is now with current mitigating actions in place																
Risk ID	Risk short name	Cause	Event	Effect	Primary Risk Category	Secondary Risk Category	Owner	Risk Response	Original Likelihood * Impact	Original Risk Score	Mitigation Actions	Actions Confidence	Current Likelihood * Impact	Current Risk Score	Direction of travel	Current score vs. appetite
13 EN02	Not on track for the Council to be carbon neutral by 2030	Lack of prioritisation for carbon reduction by other council departments	Financial considerations mean decisions are made not to undertake carbon reduction activity	Wiltshire Council fails to be carbon neutral by 2030	Service Delivery	Reputation	Sarah Valdus	Tolerate	2 * 2	4	The council continues to put in place carbon reduction and renewable energy projects	Moderate	2 * 2	4	▶	Within

Emerging Risks

Events that have the potential to interrupt the work of the Council but of which not enough is yet known to quantify the risk to the delivery of our services.

Continuing financial impact of global events	International capital and energy markets remain impacted by conflict and speculative investment are likely to sustain additional inflationary pressure in the UK. Although inflation is slowly coming down, this is not fast enough to be in line with our budget assumptions. Volatility in global markets and events still presents a risk to UK inflation. Disruption to global supply chains causing shortages, more inflation and potentially more demand for support of council services. A more uncertain world could mean a more insular economy and lower UK market sentiment meaning less investment in Wiltshire.
Additional service pressures	As the Council operates in a multi-agency environment with complex and intricate dependencies, it could be adversely impacted by the actions of others (including short term workforce pressures, greater service demand or budgetary constraints).

Wiltshire Council

Overview and Scrutiny: Annual Report 2023/24



What is overview and scrutiny?

Wiltshire Council is run by councillors elected by the people of Wiltshire.

A small number of them form the cabinet (also referred to as the executive) which sets the direction, determines the priorities and takes the important decisions. The councillors in the cabinet hold powerful positions and it is important that they

are held to public account for their actions. This is done through a system called Overview and Scrutiny (OS) and is undertaken by the non-executive councillors.

This is common to most local councils. OS ensures that decisions are taken based on good evidence including the views of those with an interest in the matter and are in the best interests of the people of Wiltshire. OS is selective in what it looks at so that it can add value to the most important services provided by the council, its partners and contractors. Wherever possible it helps to shape policy through early discussions as well as scrutinising proposals before they are finally agreed. A list of the matters which will be considered by OS is published in its [forward work programme](#).



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Cllr Graham Wright
Chairman



Cllr Christopher Williams
Vice chairman

OSMC Chair's statement

"As we enter the final year of the 2021-25 council, OS is continuing to play a central role in developing council policy, scrutinising the council's performance and holding decision makers to account. In 2024-25, OS have provided pre-decision input on a remarkable 90% of all decisions taken by the Cabinet and 67% of eligible members took part in our work.

The select committees have continued to look closely at the key issues affecting Wiltshire residents, including the demand pressures faced by emergency health services, activities and support for young people and how affordable housing is allocated based on need.

My thanks go to all scrutiny councillors for their hard work, especially the three other committee chairmen and also the Scrutiny team that supports our work. We will continue to work constructively with the council's cabinet to achieve the very best outcomes for Wiltshire's residents."

- Cllr Graham Wright, Chairman

Key items we have looked at:

Customer complaints

- Scrutinised the council's complaints data, examining the number of complaints received across different council services, how they were resolved and how Wiltshire compares with other local authorities.

Financial management

- Undertook detailed quarterly scrutiny of the council's revenue and capital budgets and reviewed the administration's and opposition groups' budget proposals for 2024-25 prior to consideration by Full Council.

Stone Circle Companies

- Commenced a review of the governance arrangements in place for the council's wholly-owned companies to ensure they are robust, including how scrutiny will engage in this area.

Performance of council services

- Performed quarterly scrutiny of the council's performance and risk metrics, flagging issues for further investigation by the other select committees.





Cllr Johnny Kidney
Chairman



Cllr Gordon King
Vice chairman

Health Select Committee – Chair’s statement

“The Health Select Committee is responsible for scrutinising health services, adult social care and public health provision in Wiltshire. In July 2023 we brought together representatives from organisations delivering front line health and care services including the ambulance service, primary care and hospital staff, reablement and community-based support to review the exceptional pressures on emergency services and the strategies – planned or in place – to reduce the demand on acute services.

The inquiry has shaped the work of the committee this year and members have followed with interest interventions and services that focus on prevention and community-based support.”

- Cllr Johnny Kidney, Chairman

Key items we have looked at ... and what we have achieved:

Reducing hospital admissions

- Received an update on two initiatives: NHS@Home Wiltshire and Urgent Community Responses. Members welcomed the provision of urgent and acute care outside a hospital setting and recommended publicising the service to carers.

Smoke Free Generation

- Supported a proposal to reduce smoking and vaping in young people, improving future health outcomes and quality of life. Engaged in the national consultation on how the policy should be implemented.

Dementia Care strategy

- Supported a drive to increase community awareness around dementia and the involvement of Area Boards in promoting dementia-friendly towns. The implementation plan of the strategy will be reviewed this year.

Regional Health Scrutiny

- Met with counterparts in Bath and Northeast Somerset to discuss collaboration at a regional level. This partnership will continue to be a feature of the committee’s work.



Cllr Jon Hubbard
Chairman



Cllr Jacqui Lay
Vice chairman

Children’s Select Committee - Chair’s Statement

“It has been a notable year in the transformation of services for children in Wiltshire. At the end of 2023, the committee was pleased to congratulate officers on achieving an Ofsted rating of ‘outstanding’ for ‘making a positive difference to children’s lives.’ The committee knows that its constructive and robust challenge ensures that the Council are accountable when making decisions that affects the lives of families, children and young people.

Every service we consider is significant to the overall outcomes for children and young people. We will, however, continue to have a particular focus on two areas that are developing new ways of working; neighbourhood-based Family Hubs and services for children with special educational needs and disabilities (SEND). Both services will remain a priority for the Council and committee in the coming years.”

- Cllr Jon Hubbard, Chairman

Key items we have looked at ... and what we have achieved:

Activities and support for young people

- Following recommendations from the committee, the council agreed to develop an overarching youth strategy, to review funding criteria for youth grants and to explore how we can involve young people in decisions affecting them.

Family Hubs

- Scrutinised the findings and learning from the pilot project and plans for rolling out family hubs. The committee will continue to monitor how the hubs are meeting their objectives to support the needs of families

Special Educational Needs and Disability (SEND)

- Appointed a committee member to the governance board for SEND. This body will now oversee the government-funded safety valve investment programme in Wiltshire.





Cllr Jerry Kunkler
Chairman



Cllr Derek Walters
Vice chairman

Environment Select Committee – Chairs statement

“In 2023/24 the committee continued to investigate issues impact the day to day lives of Wiltshire residents, concentrating on how services can improve and adapt to current challenges. We have focused on core services such as highways, including pothole repairs, housing and waste management.

There are significant challenges ahead with the implementation of the Environment Act 2022, the transfer of responsibilities from the Local Enterprise Partnership (LEP) and our ongoing response to climate change. Consequently, our work plan continues to grow but we welcome the opportunity to help shape and add value to the work of the council.

Finally, I would like to acknowledge the loss of two experienced members of the committee this year; Cllr Bob Jones MBE and Cllr Tony Trotman, whose commitment and local knowledge will be missed. I would also like to welcome Cllr Derek Walters, as our new Vice-Chairman.”

- Cllr Jerry Kunkler, Chairman

Key items we have looked at ... and what we have achieved:

Housing

- Reviewed the council’s Housing Allocations Policy, which allocates social homes including allocations into those homes managed by other providers. Submitted thirteen recommendations to the Executive, all of which were accepted.

Leisure centres

- Asked for a Bank Holiday opening pilot to be undertaken, which is still ongoing, to assess demand and viability.

Climate adaptation policy

- Helped shape the council’s developing climate adaptation policy. This will be crucial in supporting the county to make adaptations to alleviate the effects of climate change.

Potholes

- Continued to monitor this issue and will receive further updates before the start of the winter.



How is overview and scrutiny supported

The council’s non-executive councillors lead OS but are supported in their work by a small team of officers. The Scrutiny team ensures that the councillors have the information and evidence they need and can speak to those people that have a direct responsibility or interest in the matter. This can include making arrangements to hear from service users and going on site visits.

The team also undertakes research and writes reports on behalf of the select committees and task groups.

Looking forward

Local authorities continue to face significant financial pressures on top of existing demographic challenges. In Wiltshire, OS will contribute to meeting this challenge by acting as a ‘critical friend’ to decision-makers and acting as the voice of the people when important decisions are being made. The council is increasingly looking at how digital innovation and prevention can help to support residents most effectively while protecting the council’s financial health. OS will need to reflect this in its work.

OS will be holding its annual round of meetings with the council’s Executive to discuss council priorities for the next 12 months and decide where OS input can add value.

Since its introduction, OS has become an integral part of decision-making at the council. We will be working to ensure this remains the case, with all significant executive decisions receiving prior OS input and as many elected representatives as possible contributing to OS’s work.

Getting involved

OS welcomes suggestions from councillors and members of the public regarding issues that could be investigated. If you would like to suggest an issue that OS should look into, please contact us via the details at the end of this report.

Members of the public can also get directly involved by attending committee meetings, submitting a question before a meeting or giving notice to make a statement on an item on the agenda.



Want to know more?

Contact Henry Powell, Democracy and Complaints Manager

Email committee@wiltshire.gov.uk

Visit www.wiltshire.gov.uk

County Hall, Bythesea Road, Trowbridge, Wiltshire, BA14 8JN

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Wiltshire Council

Overview and Scrutiny Management Committee

29 May 2024

Task Group Update

1. Financial Planning Task Group

Supporting Officer: Simon Bennett

Membership

Cllr Gavin Grant (Vice-chairman)
Cllr Gordon King
Cllr Charles McGrath
Cllr Pip Ridout (Chairman)
Cllr Ian Thorn
Cllr Ruth Hopkinson
Cllr Chris Williams
Cllr Graham Wright
Cllr Philip Whitehead

Background

The Financial Planning Task Group (FPTG) is a standing task group reporting to the Overview and Scrutiny Management Committee.

Terms of reference

- a) To review the council's draft Financial Plan, Medium-Term Financial Strategy (4-year financial model) and Treasury Management Strategy, reporting its findings to OS Management Committee.
- b) To undertake regular monitoring of the council's capital and revenue budgets (including the delivery of savings), ensuring that mid-year trends and developments are considered when the council's Financial Plan is updated.
- c) To undertake ongoing review of the council's financial position, including the monitoring of reserves, investments, debt, and financial risks.
- d) Where they materially affect the council's overall financial position, to consider the council's:
 - i. approach to strategic procurement
 - ii. major contracts
 - iii. financial investment in, and liability to, its wholly owned subsidiaries.

- e) To help develop the council's approach to the annual budget setting cycle, including the specific contribution of Overview and Scrutiny.
- f) To bring regular reports to OS Management Committee, highlighting key financial developments and risks for further discussion.

Recent activity

- The Financial Planning Task Group (FPTG) met on the 2nd of February.
- It considered the **Financial Year 2023/24 - Q3 Revenue Budget Monitoring** considering the difference between a saving and an underspend and whether the staff vacancy level is affecting operational performance. It also looked at the monitoring of staff levels and whether the inclusion of trend data might help to understand spending and the changes to spending over time.
- The task group also considered the **Financial Year 2023/24 - Q3 Capital Budget Monitoring** and were happy with the statement for Q3. There were a number of questions mostly relating to the implementation of the Oracle system. Some of these questions will be taken forward by the Evolve Task Group which is looking at its delivery.
- The Financial Planning Task Group considered the **Housing Revenue Account Budget Setting including Dwelling Rent Setting 2024/25**. The task group looked at the 30-year debt profile. Also, whether all properties would be Energy Performance Certificate Rating (EPCR) 'B' by 2030 and how that change would be managed, particularly with older and more challenging properties. They considered the risk exposure, particularly to inflation when using Bank of England projections.
- Finally, the task group considered the **Treasury Management Strategy Statement 2024/25**; the task group were happy with this report and had no questions arising.
- Task group did not meet March-May 2024.
- The roles and responsibilities for financial scrutiny are set out at Appendix 1. The task group's forward work plan 2024 is attached as Appendix 2.

Proposals

1. To note the update on the Task Group activity provided.
2. To note the Financial Planning Task Group's forward work plan.

Report authors:

Simon Bennett, Senior Scrutiny Officer, simon.bennett@wiltshire.gov.uk

Henry Powell, Democracy and Complaints Manager, committee@wiltshire.gov.uk

Appendices

Appendix 1 Finance scrutiny structure

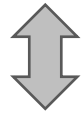
Appendix 2 Financial Planning Task Group – Forward Work Programme

Finance scrutiny structure

OS Management Committee

Public scrutiny following more detailed review by the Financial Planning Task Group (where practicable):

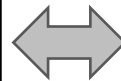
- a) Draft annual Financial Plan and Medium-Term Financial Strategy (MTFS), including Resources directorate budget.
- b) Revenue and capital budget monitoring quarterly updates
- c) Treasury Management Strategy and updates



Financial Planning Task Group

More detailed pre-Cabinet scrutiny, and reports to OS Management Committee, on:

- a) Draft Financial Plan and Medium-Term Financial Strategy (MTFS)
- b) Treasury Management Strategy and updates
- c) Revenue and capital budget updates – including reserves, investments, debt, and financial risks, flagging issues of concern to Select Committees
- d) Where they materially affect the council's overall financial position, the council's:
 - i. approach to strategic procurement
 - ii. major contracts
 - iii. financial investment in, and liability to, its wholly owned subsidiaries



Select Committees

- a) Informal annual review of the Draft Financial Plan to support formal scrutiny at OS Management Committee
- b) Exploring service implications of financial issues flagged by OS Management Committee and Financial Planning Task Group
- c) Flagging identified financial risks to OS Management Committee and Financial Planning Task Group
- d) Reviewing service/outcomes implications of major contract decisions

APPENDIX 2

Financial Planning Task Group (FPTG) Forward Work Plan 2024

Date	Item	Details	Officers	Cabinet Member
12 June 2024	<i>tbc – meeting may be cancelled dependent upon whether there are agenda items.</i>	Cabinet 18 June 2024		
5 July 2024	Year End Revenue Financial Outturn Position 2023/24 (tbc) Year End Capital Investment Programme Financial Outturn Position 2023/24 (tbc) Treasury Management Outturn Report 2023/24 (tbc)	Cabinet 9 July 2024	Lizzie Watkin Director of Finance & Procurement (S151 Officer)	Cllr Nick Botterill Cabinet Member for Finance, Development Management and Strategic Planning
13 September 2024	Financial Year 2024/25 Q1 Revenue Budget Monitoring (tbc) Financial Year 2024/25 Q1 Capital Budget Monitoring (tbc)	Cabinet 17 September	Lizzie Watkin Director of Finance & Procurement (S151 Officer)	Cllr Nick Botterill Cabinet Member for Finance, Development Management and Strategic Planning
2 October 2024	<i>tbc – meeting may be cancelled dependent upon whether there are agenda items.</i>	Cabinet 8 October		
6 November 2024	Financial Year 2024/25 Q2 Revenue Budget Monitoring (tbc) Financial Year 2024/25 Q2 Capital Budget Monitoring (tbc)	Cabinet 12 November	Lizzie Watkin Director of Finance & Procurement (S151 Officer)	Cllr Nick Botterill Cabinet Member for Finance, Development Management and Strategic Planning
4 December 2024	<i>tbc – meeting may be cancelled dependent upon whether there are agenda items.</i>	Cabinet 10 December		

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Wiltshire Council

Overview and Scrutiny Management Committee

29 May 2024

Task Group Update

1. Evolve Programme Task Group

Supporting officer: Simon Bennett

Membership

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

Background

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

Terms of Reference (TOR)

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

Recent activity

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

2. Stone Circle Governance Task Group

Supporting officer: Julie Bielby

Membership

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

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

Background

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

Terms of Reference

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

Recent Activity

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

3. Transformation Task Group

Supporting officer: Julie Bielby

Proposed membership

Cllr Graham Wright

Cllr Chris Williams

Cllr Jon Hubbard

Background

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

Draft Terms of Reference

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

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

Proposals

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

Report authors:

Simon Bennett, Senior Scrutiny Officer, simon.bennett@wiltshire.gov.uk

Julie Bielby, Senior Scrutiny Officer, julie.bielby@wiltshire.gov.uk

Henry Powell, Democracy and Complaints Manager, committee@wiltshire.gov.uk

Appendices

None

Overview and Scrutiny Management Select Forward Work Programme

Last updated 13 MAY 2024

Overview and Scrutiny Management Committee – Current / Active Task Groups		
Task Group	Start Date	Final Report Expected
Financial Planning Task Group	October 2013	Standing
Evolve Programme Task Group	December 2021	-
Stone Circle Governance Task Group	December 2023	TBC
Transformation Task Group	May 2024	TBC

Overview and Scrutiny Management Select – Forward Work Programme					
Meeting Date	Item	Details / Purpose of Report	Corporate Director and / or Director	Responsible Cabinet Member	Report Author / Lead Officer
24 July 2024	Year End Revenue Financial Outturn Position 2023/24	To be received by Financial Planning Task Group on 5 July 2024 and Cabinet on 9 July 2024	Andy Brown Lizzie Watkin	Cllr Nick Botterill, Cabinet Member for Finance, Development Management and Strategic Planning	
24 July 2024	Year End Capital Financial Outturn Position 2023/24	To be received by Financial Planning Task Group on 5 July 2024 and Cabinet on 9 July 2024	Andy Brown Lizzie Watkin	Cllr Nick Botterill, Cabinet Member for Finance, Development Management and Strategic Planning	
24 July 2024	Treasury Management Outturn Position 2023/24	To be received by Financial Planning Task Group on 5 July 2024 and Cabinet on 9 July 2024	Andy Brown Lizzie Watkin	Cllr Nick Botterill, Cabinet Member for Finance, Development Management and Strategic Planning	

Overview and Scrutiny Management Select – Forward Work Programme					
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
24 July 2024	Wiltshire Community Safety Partnership (WCSP)	To receive an overview of the work of the WCSP, fulfilling the Committee's responsibilities under the Police and Criminal Justice Act 2006.	Lucy Townsend		
24 July 2024	Management Committee Task Group update	To update on task group activity.	Perry Holmes		Henry Powell
24 July 2024	Forward Work Programme	To approve the OS forward work programme.	Perry Holmes		Henry Powell
12 September 2024	Financial Year 2024/25 - Quarter One Revenue Budget Monitoring	To review the Quarter One budget monitoring forecast for revenue for the financial year 2024/25. To be considered by Cabinet on 17 September 2024.	Andy Brown Lizzie Watkin	Cllr Nick Botterill, Cabinet Member for Finance, Development Management and Strategic Planning	

Overview and Scrutiny Management Select – Forward Work Programme					
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
12 September 2024	Financial Year 2024/25 - Quarter One Capital Budget Monitoring	To review the Quarter One budget monitoring forecast for capital for the financial year 2024/25. To be considered by Cabinet on 17 September 2024.	Andy Brown Lizzie Watkin	Cllr Nick Botterill, Cabinet Member for Finance, Development Management and Strategic Planning	
12 September 2024	Council Performance and Risk – Quarter One Monitoring	To review the Quarterly report to Cabinet on the scorecard and the strategic risk summary. To be considered by Cabinet on 17 September 2024.	Perry Holmes	Cllr Richard Clewer, Leader of the Council and Cabinet Member for Economic Development, Military-Civilian Integration, Heritage, Arts, Tourism, Health and Wellbeing	Martin Nicholls Catherine Dixon
12 September 2024	Wiltshire Council Annual Complaints Report 2023-24	To review the council's complaints activity and response performance for 2023-24.	Perry Holmes	Cllr Ashley O'Neil, Cabinet Member for Governance, IT, Broadband, Licensing, Staffing, Communities and Area Boards	Henry Powell

Overview and Scrutiny Management Select – Forward Work Programme					
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
12 September 2024	Financial Planning Task Group Update	To receive an update on the work of this task group, which leads overview and scrutiny engagement on finance.	Andy Brown Lizzie Watkin	Cllr Nick Botterill, Cabinet Member for Finance, Development Management and Strategic Planning	Simon Bennett
12 September 2024	Management Committee Task Group update	To update on task group activity.	Perry Holmes		
12 September 2024	Forward Work Programme	To approve the OS forward work programme.	Perry Holmes		
27 November 2024	Council Performance and Risk – Quarter Two Monitoring	To review the Quarterly report to Cabinet on the scorecard and the strategic risk summary.	Perry Holmes	Cllr Richard Clewer, Leader of the Council and Cabinet Member for Economic Development, Military-Civilian Integration, Heritage, Arts, Tourism, Health and Wellbeing	Martin Nicholls Catherine Dixon

Overview and Scrutiny Management Select – Forward Work Programme					
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
27 November 2024	Financial Planning Task Group Update	To receive an update on the work of this task group, which leads overview and scrutiny engagement on finance.	Andy Brown Lizzie Watkin	Cllr Nick Botterill, Cabinet Member for Finance, Development Management and Strategic Planning	Simon Bennett

Overview and Scrutiny Management Select – Forward Work Programme					
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
27 November 2024	Management Committee Task Group update	To update on task group activity.	Perry Holmes		

Overview and Scrutiny Management Select – Forward Work Programme					
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
27 November 2024	Forward Work Programme	To approve the OS forward work programme.	Perry Holmes		

Environment Select Committee Forward Work Programme

Last updated 13 May 2024

Environment Select Committee – Current / Active Task Groups		
Task Group	Start date	Final report expected
Climate Emergency Task Group	September 2019	Standing
Speed Limit Assessments Task Group	1 March 2024	tbc

Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
4 June 2024	Community Infrastructure Levy (CiL)	As discussed at meeting with the Cabinet Member (18 Oct 2023) the select committee to receive a report on the Levy funding.	Parvis Khansari (Corporate Director Place)	Cllr Nick Botterill	Nic Thomas (Director of Planning)
4 June 2024	Update on Broadband Provision in Wiltshire	As resolved at the ESC meeting on 4 January 2023, the select committee will receive an update report.	Parvis Khansari (Corporate Director Place)	Cllr Ashley O'Neill	Victoria Moloney (Head of Economy & Regeneration)
4 June 2024	Update on the Towns Programme App Development	As resolved at the ESC meeting on 4 January 2023, the select committee will receive an update report.	Parvis Khansari (Corporate Director Place)	Cllr Richard Clewer	Victoria Moloney (Head of Economy & Regeneration)
18 July 2024 (tbc)	LHFIG Review	To receive an update report on the implementation of the Local Highway & Footway Improvement Groups (LHFIG)	Samantha Howell (Director of Highways and Transport)	Cllr Nick Holder	Dave Thomas (Head of Highways Asset Management & Commissioning)
18 July 2024	Waste Management Strategy: Annual Review	As resolved at ESC 25 July 2023 to receive a further annual review in 2024.	Sarah Valduis (Director – Environment)	Cllr Muns Dominic	Martin Litherland (Head of Service Waste Management)

Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
18 July 2024(tbc)	Final report of the Speed Limit Assessment Task Group	To receive the final report of the task group including recommendations to the Executive.			Cllr Jonathon Seed Simon Bennett (Senior Scrutiny Officer)
18 July 2024	Cultural Strategy	To receive the new Cultural Strategy	David Redfern (Director Leisure Culture & Communities)	Cllr Richard Clewer	
18 July 2024	Task group update	To receive update from task groups regarding activity and its forward work plan			Cllr Graham Wright Simon Bennett (Senior Scrutiny Officer)
3 September 2024	Economic Strategy	As discussed at the ESC-Executive meeting on 23 November 2022 on the economic development portfolio.	Parvis Khansari (Corporate Director Place)	Cllr Richard Clewer	Victoria Moloney (Head of Economy & Regeneration)
3 September 2024	Rights of Way	To receive a report, as requested by ESC 25 July 2023, regarding rights of way. To include issues of maintenance and access, updates to the definitive maps and engagement with volunteer groups.	Samantha Howell (Director of Highways and Transport)	Cllr Nick Holder	Chris Clark (Head of Local Highways)

Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
3 September 2024	Streetscene contract	As resolved at the ESC-meeting on 19 September 2023 the committee will receive an update on the Streetscene contract.	Samantha Howell (Director of Highways and Transport)	Cllr Nick Holder	Adrian Hampton (Head of Highway Operations)
3 September 2024	Milestone contract	As resolved at the ESC meeting on 19 September 2023 the committee to receive an update on the first year of the Milestone contract to include key performance indicators including carbon reduction, savings, and outcomes targets. Will include updates on gully clearing and potholes.	Samantha Howell (Director of Highways and Transport)	Cllr Nick Holder	Dave Thomas (Head of Highways Assets & Commissioning)
3 September 2024	Potholes	To receive an update as requested by ESC 19 September 2024.	Samantha Howell (Director of Highways and Transport)	Cllr Nick Holder	Dave Thomas (Head of Highways Asset Management & Commissioning)
3 September 2024(tbc)	Executive response to the final report of the Speed Limit Assessment task group	Response from the Executive to the recommendations of the task group.	Samantha Howell (Director of Highways and Transport)	Cllr Nick Holder	Dave Thomas (Head of Highways Asset Management & Commissioning)

Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
3 September 2024	Passenger Transport Service Update	As resolved at the ESC-meeting on 19 September 2023 the committee will receive an update on the Passenger Transport Service.	Samantha Howell (Director of Highways and Transport)	Cllr Tamara Reay	Jason Salter (Head of Service Passenger Transport)
3 September 2024 (tbc)	Tree & Woodland Planting Strategy	As discussed at meeting with the Cabinet Member (20 Oct 2023) the select committee to receive a report on the Plan.	Sarah Valdus (Director – Environment)	Cllr Dominic Muns	Lynn Trigwell (Head of Natural & Historic Environment)
3 September 2024	Task group update	To receive update from task groups regarding activity and its forward work plan			Cllr Graham Wright Simon Bennett (Senior Scrutiny Officer)
19 November 2024	Wiltshire Housing Development Partnership	As resolved at the ESC-meeting on 7 November 2023 the committee will receive an update.	Parvis Khansari (Corporate Director Place)	Cllr Phil Alford	Richard Walters (Head of Service – Major Projects) Claire Moore (Housing Enabling Lead)

Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
19 November 2024	UK Shared Prosperity Fund	As discussed at the ESC-Executive meeting on 23 November 2022 on the economic development portfolio.	Parvis Khansari (Corporate Director Place)	Cllr Richard Clewer	Victoria Moloney (Head of Economy & Regeneration)
19 November 2024	Homeless Strategy 2019-2024	As resolved at the ESC meeting on 8 November 2022, the select committee will receive an update report in 12 months' time.	Emma Legg (Director – Adult Social Care)	Cllr Phil Alford	Nicole Smith (Head of Housing)
19 November 2024	Task group update	To receive update from task groups regarding activity and its forward work plan			Cllr Graham Wright Simon Bennett (Senior Scrutiny Officer)
21 January 2025	Task group update	To receive update from task groups regarding activity and its forward work plan			Cllr Graham Wright Simon Bennett (Senior Scrutiny Officer)

Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
4 March 2025	Highways Annual Review of Service 2024	As resolved at ESC 20 March 2024, to receive a further annual report in 2025.	Samantha Howell (Director of Highways and Transport)	Cllr Nick Holder	Dave Thomas (Head of Highways Assets & Commissioning)
4 March 2025	Libraries Development	As resolved at the ESC-meeting on 20 March 2024 to provide an update including progress on the Library Strategy.	David Redfern (Director Leisure Culture and Communities)	Cllr Ian Blair Pilling	
4 March 2025	Leisure Services	As resolved at the ESC-meeting on 20 March 2024 the committee will receive a further update that includes the outcome of the continued public holiday pilot and further enhanced financial information.	David Redfern (Director Leisure Culture and Communities)	Cllr Ian Blair Pilling	
4 March 2025	Task group update	To receive update from task groups regarding activity and its forward work plan			Cllr Graham Wright Simon Bennett (Senior Scrutiny Officer)

Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
tbc 2024	MyWilts app potholes reporting functionality	As resolved at the ESC-meeting on 20 March 2024 the committee will receive an update on the implementation of the new MyWilts app.	Mark Tucker (Director ICT)	Cllr Ashley O'Neill	
tbc	Planning transformation programme	As resolved at the ESC-meeting on 19 September 2023 the committee will receive updates on the planning transformation programme.	Parvis Khansari (Corporate Director Place)	Cllr Nick Botterill	Nic Thomas (Director of Planning)
tbc	Private sector renewal strategy	As resolved at the ESC meeting on 8 November 2022, the select committee will receive an update report when appropriate.	Emma Legg (Director – Adult Social Care)	Cllr Phil Alford	Nicole Smith (Head of Housing)
tbc	Minerals & Waste Plan	As discussed at meeting with the Cabinet Member (18 Oct 2023) the select committee to receive a report on the plan.	Parvis Khansari (Corporate Director Place)	Cllr Nick Botterill	Nic Thomas (Director of Planning)

Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
tbc	Parking Strategy	As discussed at the ESC-Executive meeting on 6 December 2022 on the highways and transport portfolio.	Parvis Khansari (Corporate Director Place)	Cllr Caroline Thomas	
tbc	Active Travel	As resolved at the select committee meeting on 14 June 2022, the committee will receive a further update. (Deferred from July 2023)	Samantha Howell (Director of Highways and Transport)	Cllr Caroline Thomas	Spencer Drinkwater (Principal Transport & Development Manager)
tbc	Leisure Strategy	As discussed at the ESC-Executive meeting on 12 October 2023 on the leisure and libraries portfolio.	David Redfern (Director Leisure Culture and Communities)	Cllr Ian Blair Pilling	
tbc	Review of the Waste Delivery Plan	As discussed at the ESC-Executive meeting on 20 October 2023 on the leisure and libraries portfolio.	Sarah Valdus (Director – Environment)	Cllr Dominic Muns	Martin Litherland (Head of Service Waste Management)
tbc	Local Plan	As discussed at meeting with the Cabinet Member (18 Oct 2023) the select committee to receive a report on the plan after the consultation processing.	Parvis Khansari (Corporate Director Place)	Cllr Nick Botterill	Nic Thomas (Director of Planning)

Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
tbc	Housing Development Strategy	As discussed at the ESC-Executive meeting on 21 November on housing, development management and assets.	James Barrah (Director Assets)	Cllr Phil Alford	
tbc	Local Nature Recovery Strategy	As discussed at meeting with the Cabinet Member (20 Oct 2023) the select committee to receive a report on the Plan.	Sarah Valdus (Director – Environment)	Cllr Dominic Muns	Lynn Trigwell (Head of Natural & Historic Environment)
tbc (late 2025)	Review of the Housing Allocations Policy	As recommended by the Housing Allocations Policy Task Group and agreed by the Executive 11 January 2024	Emma Legg (Director Adult Social Care)	Cllr Phil Alford	Nicole Smith (Head of Housing Migration & Resettlement)

Information briefing					
Meeting Date	Item	Details / purpose	Associate Director	Responsible Cabinet Member	
tbc	Environment Act 2021	To receive a (series of) briefing regarding the implications of the Environment Act.			

Health Select Committee

Forward Work Plan

Updated 17 May 2024 (to be endorsed at HSC 12 June)

Health Select Committee – Current Task Groups/Rapid Scrutiny			
Task Group/Rapid Scrutiny	Details of Rapid Scrutiny	Start Date	Final Report Expected
Emotional Wellbeing and Mental Health Strategy	A joint rapid scrutiny with Children Select Committee members to review the development of the strategy (subject to agreement of CSC)	26 th April 2024	Sept/Nov 2024
Integrated Care Strategy	Rapid scrutiny of implementation plan (agreed Feb HSC 2023)	June 2024	17 July 2024
Voluntary Sector provision of health and social care in Wiltshire	Inquiry session with representatives from the voluntary sector to understand their perspective	TBC	TBC

Health Select Committee – Forward Work Plan			Report Author/Lead Officer		
Meeting date	Item	Details/Purpose of Report	Corp. Director/ Director	Cabinet Member	Report Author/Lead Officer
17 July 2024	Carers Strategy	Update to review performance against the strategy following a presentation to committee, July 2023. To include details of the new provider contract.	Lucy Townsend/ Emma Legg	Cllr Jane Davies	

Meeting date	Item	Details/Purpose of Report	Corp. Director/ Director	Cabinet Member	Report Author/Lead Officer
17 July 2024	Better Care Fund	Receive an update on the progress being made in delivering the plan, July 2023	Lucy Townsend/ Emma Legg	Cllr Jane Davies	
17 July 2024 (TBC)	Joint Health and Wellbeing Strategy	Progress Report 12 months after publication. Draft Strategy received by Committee Feb 2023. (outcome of inquiry session 19.07.23 was to receive updates on the Joint Health and Wellbeing Strategy action plan)	Kate Blackburn	Cllr Jane Davies	David Bowater
17 July 2024	Integrated Care Implementation Plan	Report of rapid scrutiny of, Integrated Care Strategy Implementation Plan. -A review of provision across the county also requested following item on Integrated Care Centres (5 Sept 2023) -Monitoring access to integrated care was an action coming out of the Urgent Care Inquiry Session (19 July 2023).	Fiona Slevin- Brown	Cllr Jane Davies	
TBC	Direct Payments	A report on management of direct payments in Wiltshire	Emma Legg	Cllr Jane Davies	
TBC	Continuing Health Care Fund	A report on the management and distribution of continuing health care funding.	Fiona Slevin- Brown		Emma Higgins

Meeting date	Item	Details/Purpose of Report	Corp. Director/ Director	Cabinet Member	Report Author/Lead Officer
TBC	Wiltshire Council Business Plan	Adult Social Care performance against Business Plan targets. To include overview of performance in 2023/24 & Q1 figures for 2024/25.	Emma Legg		
TBC	ASC KPIs	6 monthly review. Last considered HSC 2 November 2023.	Emma Legg		Tamsin Stone
TBC	Avon & Wiltshire Mental Health Partnership	Update following report received by Committee June 2023.	Fiona Slevin- Brown	Cllr Jane Davies	CEO/Deputy CEO AWP
10 Sept 2024	Dementia Care	A joint overview of services available to include input from WC, ICB and partners (AWP). Committee received presentation on dementia care strategy in June 2023. Committee received enquiry from Carers group in Nov 2023 noting delays in dementia diagnosis.	Emma Legg Fiona Slevin- Brown	Cllr Jane Davies	
10 Sept 2024	User Involvement	A report on the user involvement contract. Monitoring User involvement was an action coming out of the urgent care inquiry session, July 2023.	Emma Legg	Cllr Jane Davies	

Meeting date	Item	Details/Purpose of Report	Corp. Director/ Director	Cabinet Member	Report Author/Lead Officer
10 Sept 2024	Technology Enabled Care	Report on how the priorities of the TEC strategy are being delivered to meet the needs of Wiltshire residents.	Emma Legg/Lucy Townsend	Cllr Jane Davies	
TBC	Elective Care	An update on the Elective Care Recovery Plan	Fiona Slevin-Brown		
20 Nov 2024	Wiltshire Health Inequalities Group	Update to health select committee on the delivery and impact of the work of the WHIG and the health inequality funding. Committee received introduction to WHIG 2 November 2023 and requested the opportunity to view the annual / impact report when available.	Kate Blackburn	Cllr Ian Blair-Pilling	Gemma Brinn
20 Nov 2024	Adult Safeguarding (multi-agency)	A review of performance against Adult safeguarding KPIs.	Emma Legg	Cllr Jane Davies	
20 Nov 2024	Health Protection Report	A report on the impact of health protection initiatives in Wiltshire.	Kate Blackburn	Cllr Ian Blair-Pilling	Alice Marriott
22 Jan 2025	Neighbourhood Collaboratives	Progress report on the work of the collaboratives following a presentation to the committee in January 2024.	Fiona Slevin-Brown		
22 Jan 2025	Self-directed support	A report on self-directed support in Wiltshire.	Emma Legg	Cllr Jane Davies	

Meeting date	Item	Details/Purpose of Report	Corp. Director/ Director	Cabinet Member	Report Author/Lead Officer
12 March 2025	Substance Use Grant	To review the succession plan before the end of the grant period (HSC 27 Feb 2024).	Kate Blackburn	Cllr Ian Blair-Pilling	Kelly Fry/Lizzie Shea
12 March 2025	Primary Care Commissioned Services (Public Health)	Review progress of new public health primary care commissioned services – at end of first year of contract	Kate Blackburn	Cllr Ian Blair-Pilling	Alic Marriott, Katie Davies
12 March 2025	Smoke Free Generation	A review of the Delivery Plan to be considered with other Primary Care Commissioned services	Kate Blackburn	Cllr Ian Blair-Pilling	Katie Davies
Sept/Nov 2025	Domestic Abuse (Safe accommodation) Grant	To review the succession plan to support victims of domestic abuse before the end of the grant period.	Kate Blackburn	Cllr Ian Blair-Pilling	Hayley Morgan/Daisy Manley

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Wiltshire Council

Overview and Scrutiny Management Committee

29 May 2024

Overview and Scrutiny (OS) Member Remuneration 2023/24

Purpose

1. To propose the application of the OS Remuneration Fund for 2023/24.

Background

2. The Wiltshire Council Member Remuneration Scheme was adopted by Full Council in 2017, following a review by the Independent Remuneration Panel. The Scheme retained a £15,000 OS fund and defined its purpose as, *“To remunerate councillors to recognise significant additional responsibilities undertaken as part of overview and scrutiny activities. A scheme on how to allocate the fund will be prepared and approved annually by the Overview and Scrutiny Management Committee.”*
3. The method of allocating the OS fund was revised by Committee in September 2018. The revised scheme retained the focus on remunerating leading OS positions (some select committee vice-chairmen, chairs of task groups, rapid scrutiny exercises, panels, and representatives on project boards). However, Committee agreed that the number of meetings involved in qualifying activities should be a factor in the level of remuneration received to ensure that the varying time demands of distinct roles is recognised.
4. The level of the OS Remuneration Fund remained unchanged after the Independent Remuneration Panel review in 2021. The Committee subsequently agreed in 2023 to cap remuneration for each meeting at £220.
5. It should be noted that only full, formal meetings of each activity are counted when calculating the allocations. These meetings represent only a portion of the actual activity involved in fulfilling the qualifying roles. Other activities include less formal discussions with service officers, fellow scrutiny members and Executive members, regular liaison with scrutiny officers, ad hoc evidence gathering and attendance at committees and Cabinet to report on progress.
6. Following consultation with the OS chairman and vice-chairman, it is proposed that the Scheme be applied as set out in Appendix 1 for the 2023/24 municipal year (17 May 2023 to 21 May 2024).

Application

7. The following activities are considered eligible for remuneration within the scheme for the 2023/24 municipal year:

- Chairing active task groups, including standing task groups.
- Leading rapid scrutiny exercises.
- Vice-chairing select committees that do not attract a special responsibility allowance (SRA).
- Representation on active project boards.
- Chairing active scrutiny panels.

The current standing task groups are as follows: Financial Planning Task Group and Children's Select Committee Standing Task Group.

8. Applying the scheme in this way yields a total of 12 qualifying activities. The fund totals £15,000 and, as in previous years, a fixed payment (1/10th or £1,500) has been allocated to four key positions, which are:

- Vice-chairman of the Children's Select Committee
- Vice-chairman of the Environment Select Committee
- Vice-chairman of the Health Select Committee
- Chairman of the Financial Planning Task Group

9. The remuneration for the Vice-Chairman of the Environment Select Committee this year is divided between two post holders based upon a payment for the number of days served.

10. Shares for other activities are allocated by the number of meetings led, capped at a total share per activity of £1,500.

11. No more than 2 x fund shares are awarded to any one councillor. In cases where three or more would be allocated, the lowest share is not paid.

12. To count as a qualifying meeting, task group meetings must have been full meetings with all members invited to attend, rather than briefings, sub-groups, or attendance at Cabinet etc.

13. Appendix 1 shows the detail of the 2023/24 allocation.

Remuneration per meeting

Table 1: Comparison of OS Remuneration Fund allocations 2018/19 to 2023/24

	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
No. of individual recipients	16	17	8	13	9	11
No. of meetings	69	51	35	70	32	52
Remuneration per meeting	£136	£234	£236	£197	£200	£220
Total fund allocation	£14,999	£14,988	£11,596	£14,986	£10,200	£13,556

14. Table 1 shows that the number of qualifying activities; meetings and consequently the remuneration per meeting have varied over the past four years.

15. To provide more of a consistent system of allocation a per meeting cap of £220 was agreed by OSMC and applied from 2023/24.

Proposal

16. To note the allocation of the OS Remuneration fund for 2023/24 as detailed in Appendix 1.

Cllr Graham Wright, Chairman OS Management Committee

Report author: Simon Bennett, Senior Scrutiny Officer, 01225 718709,
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Appendices

Appendix 1 Schedule of OS Remuneration Fund allocations 2023/24

Appendix 1 – O&S (Overview and Scrutiny) Activity 2023/24 municipal year

	Activity	Qualifying meetings	No. of meetings attended	Parent Committee	Chair / Lead	£ Share 2023/24
1.	Financial Planning Task Group	9 June 2023 7 July 2023 8 September 2023 10 November 2023 8 December 2023 19 January 2024 2 February 2024	7	OS Management Committee	Cllr Pip Ridout	£1,500 Fixed amount for key position
2.	Evolve Task Group	7 July 2023 13 October 2023 15 December 2023 23 February 2024 10 May 2024	5	OS Management Committee	Cllr Jon Hubbard	£1,100
3.	Area Boards Task Group	15 January 2024	1	OS Management Committee	Cllr Graham Wright	£220
4.	Stone Circle Governance Task Group	13 December 2023 9 February 2024 9 April 2024	3	OS Management Committee	Cllr Ruth Hopkinson	£660
5.	Constitutional Focus Group – OS representative	19 May 2023 7 June 2023 13 September 2023 3 April 2024	4	OS Management Committee	Cllr Jon Hubbard	£0 Maximum of two shares per member reached.

6.	Climate Emergency Task Group	23 May 2023 25 May 2023 29 June 2023 9 October 2023 16 January 2024 23 February 2024 15 March 2024	7	Environment Select Committee	Cllr Graham Wright	£1,500 Capped from £1,540
7.	Housing Allocations Policy Task Group	19 June 2023 12 July 2023 31 August 2023 28 September 2023 18 October 2023	5	Environment Select Committee	Cllr Jonathon Seed	£1,100
8.	Speed Limit Assessment Task Group	1 March 2024 26 March 2024 20 May 2024	3	Environment Select Committee	Cllr Jonathon Seed	£660
9.	Inquiry Session into Demands on Urgent Care Services and Patient Flow into and out of Hospital	19 July 2023	1	Health Select Committee	Cllr Johnny Kidney	£220
10.	Emotional Well-being & Mental Health Strategy Rapid Scrutiny	26 April 2024	1	Health Select Committee / Children's Select Committee	Cllr Jon Hubbard	£0 Maximum of two shares per member reached.
11.	Adoption West Joint Scrutiny Panel	10 July 2023 27 September 2023 1 February 2024 7 March 2024 27 March 2024	5	Children's Select Committee	Cllr Jon Hubbard	£1,100

12.	Children's Select Committee Standing Task Group	26 June 2023 6 September 2023 20 September 2023 8 December 2023	4	Children's Select Committee	Cllr Jon Hubbard	£0 Maximum of two shares per member reached.
13.	Youth Provision & Area Board Funding Task Group	17 May 2023 7 June 2023 8 June 2023 28 June 2023 5 July 2023 26 July 2023	6	Children's Select Committee	Cllr Jo Trigg	£1,320
	TOTAL MEETINGS:		52			£9,380

	Select Committee (where the vice-chair position does not attract an SRA)	Role	Councillor	£ share 2023/24
14.	Children's Select Committee	Vice Chair	Cllr Jacqui Lay	£1,500
15.	Environment Select Committee*	Vice Chair	Cllr Bob Jones MBE	£928
16.	Environment Select Committee*	Vice Chair	Cllr Derek Walters	£248
17.	Health Select Committee	Vice Chair	Cllr Gordon King	£1,500
			TOTAL	£4,176

*Remuneration calculated on the number of days tenure.

Calculation Guidance

Total fund	£15,000
4 x key position share total	£5,676 (3 x £1,500 + £928 + £248)
1 x capped position (share over £1,500)	£1,500 (7 meetings)
Total qualifying meetings	38 (52 minus 14)
Total meetings with maximum two shares per Cllr considered	29 (38 minus 9)
Share per meeting	£220
	29 x £220 = £6,380
Total	£5,676 + £6,380 + £1,500 = £13,556

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