



AGENDA

Event: JOINT OVERVIEW AND SCRUTINY TRANSITION BOARD

Place: Kennet District Council
Devizes

Room: Council Chamber

Date: Friday 26 September 2008

Time: 10.30 am

This is a formal meeting of the Board although substitute members, and indeed any other members of the participating councils, and the public are welcome to attend.

Members	
Cllr Tony Molland WCC (Chairman)	Cllr Keith Humphries WWDC
Cllr Chris Humphries WCC	Cllr Christine Reid NWDC
Cllr Jeff Osborn WCC	Cllr Jonathon Seed KDC
Cllr Ricky Rogers WCC	Cllr Michael Hewitt SDC
Cllr Ian West WCC	

Substitutes	
Cllr Mollie Groom WCC	Cllr Pip Ridout WWDC
Cllr Margaret Taylor WCC	Cllr Alan Hill NWDC
Cllr Ross Henning WCC	Cllr Paula Winchcombe KDC
Cllr Roy While WCC	Cllr Ray Parsons KDC
	Cllr Bobbie Chettleburgh SDC

NOTES

- (1) Members are encouraged to view the latest IE papers as background to the work of the Joint Overview and Scrutiny Transition Board. These can be found on WCC website – Towards One Council – Members Information.
- (2) The regular progress report on overall programme activity will generally be circulated as an information item at the end of each JOSTB agenda.
- (3) Board members are encouraged to communicate with each other, and scrutiny support officers, on relevant transition issues between meetings.

AGENDA

1. Apologies

2. Minutes of Previous Meeting – 29 August 2008

Copies circulated herewith.

3. Chairman's Announcements

4. Overall Governance Arrangements

A report by the Service Director, Policy, Research & Communications is circulated. The same paper was considered by the IE on 23 September.

The Director will attend the meeting to introduce the report and respond to members' questions.

5. Towards One Council – Progress Report

The latest transition programme progress report prepared for the IE meeting on 23 September is circulated for information.

Any key views expressed by the JOSTB will be reported back to the Programme Office.

6. Financial Update

(1) A report by the Chief Financial Officer WCC prepared for the IE meeting on 23 September is circulated which covers the following areas:

a) Top Line Figures

b) One Council for Wiltshire Budget Line

The Board asked for this to be a regular feature on its agenda.

Any key views expressed by the JOSTB will be reported back to the Chief Financial Officer.

Also circulated are the following documents:

c) Service Level Budget 2009-10

d) How to Overview the Budget Setting Process 2009-10

A report considered by the WCC Budget Scrutiny Task Group is circulated for information.

e) Council Tax Equalisation

2) One Council and Business Management Programme Cost Reduction Targets

A report by the Corporate Director, Resources is circulated. The same paper was considered by the IE on 23 September.

7. Follow Up to Questions Previously Posted

A report by the Programme Office Manager in response on a number of items raised at the last meeting is circulated.

8. Parking Enforcement

A report by the FLS Project Manager Parking is circulated.

JOSTB considered a report by the FLS Project Manager Parking at their meeting on 25 July and requested a further report on progress with the transition tasks.

9. Task Groups

To receive progress reports from the leading authorities on the Board's current task groups as follows:

(1) Development Control – WWDC

- (a) A report by the Service Director, Development Control and
- (b) Views of the Task Group are circulated.

After consideration of the Task Group's final report by the IE on 9 July, a further report was requested by IE members. The Task Group considered this further report at their meeting on 10 September. JOSTB is asked to retrospectively endorse their views which were considered by the IE on 23 September.

The Task Group will continue meeting at key milestones during the remainder of the transition period.

(2) Waste – WCC

A report by the Corporate Director of Transport, Environment & Leisure in response to the issues raised in the Waste Task Group's interim report received at the last meeting on 29 August – to follow

The Director of Operations and the Director of Amenities & Leisure will attend the meeting to introduce the report and respond to members' questions.

Members of the Task Group have also been invited to attend.

It was decided at the last meeting to continue with the Task Group with its focus to be on the development of the transitional action plan in the areas of waste and recycling and to oversee the development of the transformational action plan in these service areas.

(3) Area Boards – WCC

The Area Board Task Group met on 5 September where the members welcomed Cllr John Thomson and Project Manager Steve Milton.

The Project Manager is content that the project is on track. Steering groups had been formed across the county and four of these have now turned into pilot boards.

Pewsey, Tidworth and parts of South Wiltshire (Wilton/Mere) do not meet the minimum provision of four members within the areas. A consultation is now taking place in these communities to identify possible solutions. If this proves unsuccessful, an options paper will be shared with the communities and then taken to the IE for decision.

Academics from Southampton University have been using a number of pilot areas to research methods of engaging communities at local level. The Project Team is confident that these results will enable them to be used in the formation of the final proposals for the boards.

Development of the rulebook has been deferred to work in conjunction with the new constitution. Concerns had been raised that these projects were being developed in isolation.

The Task Group meets again on 10 October.

Since the Task Group last met, a report has been circulated by the project team to the IE containing 11 Area Board recommendations. The Chairman of the Task Group will attend IE to represent the Task Group. The recommendations have nearly all been covered at the Task Group meetings and the Chairman will present a more detailed response to those at the JOSTB meeting.

(4) Customer Access – NWDC

The Customer Access Task Group met on 2 September. Workstream Manager John Rogers gave a presentation regarding risks, key challenges and benefits realisation. A company has now been appointed to develop the website and a “One Council” telephone number. “Golden numbers” have also been procured. The project is currently achieving its target dates and the Workstream Manager is confident that deadlines will be met to ensure a smooth transition on 1 April 2009.

Members recognised the importance of retaining key customer service staff to ensure that the level of service and knowledge does not decline. It is anticipated that the Customer Services savings of £860k should be reached in year three post-unitary. Savings will take place in three stages:

- Year 1 – £200k
- Year 2 – £200k
- Year 3 – £460k

Deborah Farrow, Service Director Business Transformation gave a presentation regarding LEAN systems and their application to Customer

Access. The Task Group was very impressed with the work undertaken on LEAN so far and stressed the importance of applying these principles to Customer Access.

The Task Group will next meet on 24 November when members will receive a further update from the Workstream Manager to ensure that the project is still on target. The Task Group will also receive an update on the budget and savings position along with details of the HR proposals.

The Task Group also considered the following recommendation from the Waste Task Group:

The members of the JOSTB Waste Task Group have expressed concern that the transition to One Council is likely to generate a large amount of public correspondence on the subject of waste. They would like this risk to be recognised and managed by the Customer Access strategy.

The Task Group recognised that waste issues would generate a great deal of correspondence but felt that this was adequately addressed within the Customer Access Strategy. John Rogers would, however, raise the matter at the Waste and Amenities Working Group meeting to be held on 19 September to confirm that his understanding of the requirements for this service is correct.

(5) Housing – WCC

At their meeting on 8 September, the Task Group received an update on the progress made so far in devising budgets and staffing structures for the new housing service, and two presentations – one on the new Choice Based Lettings Scheme and one from the IDeA on Strategic Housing. The findings from this meeting will be further analysed and appropriately presented in the Task Group's final report. However, in the meantime, a record of the key points discussed on 8 September is provided below:

Capital Budget

- a) 12 bids have been submitted, totalling £52m over the next five years, including £17.2m in 2009-10
- b) the bids of key importance and capital funding significance all relate to the objective of maximising affordable housing provision
- c) appropriate capital investment in housing services will contribute to objectives within the Department for Community Services, e.g. capital investment in housing services which offer disabled facilities funding, complements the quest for care home rationalisation and promotion of independent living.

Revenue Budget

- a) any inflationary increase in housing services in 2009-10 would need to be subsumed within the baseline budget – and would be recognised as a contribution towards efficiency saving targets
- b) the £200k savings target for 2009-10 was understood to be a challenge, bearing in mind the current economic climate, which

could lead to an increase in the homelessness population, an increase in vulnerable people requiring local authority assistance, and a depletion of available S106 contributions for affordable housing.

Budget Review Workshop

On 26 September, housing services would be the first of all the new council's services to come before a "star chamber" type workshop to present its budget requirement. This workshop was designed to debate the cost of housing services in 2009-10 and onwards, and would take into consideration matters such as demographics, inflationary pressures, as well as national, regional and local performance targets. The Task Group has requested a full update on budget matters at its November meeting.

Staffing Structure

Whilst early days, one key point to stress is that the housing services staff structure is to be devised in such a way as to maximise the potential for improved links with social care services and health care services.

Choice Based Lettings

The Task Group has been informed that the development of a new unified Choice Based Lettings (CBL) system – "homes4wiltshire" – is one of the early transformational projects being pursued by the Housing Services Project Officer Group. The scheme is scheduled to go live early in the new year prior to 1 April and will facilitate greater choice and control for social housing tenants over where they live. The CBL system is already working in West Wiltshire and Kennet, with Salisbury and North Wiltshire District Councils also expressing a strong willingness to adopt this system.

Strategic Housing

After discussions with the IDeA, the Task Group now fully understands the key principles of strategic housing, in particular the importance of linking housing services with economic development and planning services. On 9 October, the Task Group will be holding discussions with the Audit Commission's Lead Housing Inspector for the South West, with a view of consolidating its findings relating to strategic housing.

(6) Change Management (Incl. ICT Transition) – WCC

At the last meeting of the JOSTB it was agreed to scrutinise the ICT transition under the WCC Change Management Task Group. All district councils were invited to appoint a representative to serve on the Task Group.

The Change Management Task Group met on 19 September to discuss the scrutiny of ICT during the transition period. Lead member John Noeken and Service Director Tim Gregory briefed the Task Group. The members covered a series of areas identified by Keith Humphries which must be in place for vesting day i.e. Wide Area Network (WAN), E-mail, telephony and the internet.

The Task Group was satisfied with the progress being made but agreed that Tony Dean will support Keith Humphries in the more detailed scrutiny of ICT and feed into the Task Group. One of the key areas of work at the moment is the renegotiation of the Steria Support Contract, with a report anticipated to go to Cabinet in November.

BMP – the project has moved successfully from Blue Printing to Realisation Phase. The project team is confident of delivering the project on time, on cost, with the benefits and savings as reported. It was recognised that in a change programme of this scale there was some apprehension from staff who will work on the new SAP system, but it was emphasised that the whole authority was fully behind BMP.

Shared Services – staff have already migrated to the team in East Wing, County Hall. Morale there was very positive amongst staff. The Business Case will for the SST will go to Cabinet in October.

10. Implementation Executive Minutes

To receive the minutes of the meetings of the IE held on 27 August (circulated) and 23 September 2008 – to follow

Members asked that these are included on the agenda for each meeting.

11. Outline Work Programmes

(1) To consider the attached Work Programme of the JOSTB

(2) To receive the attached Outline Work Programme of the Implementation Executive

12. Next meeting – Friday 31 October 2008 at 10.30am at County Hall