

Wiltshire Council

Overview and Scrutiny Management Committee

28 November 2017

Task Group Update

1. Digital Strategy and Implementation Task Group

Membership

Cllr Howard Greenman
Cllr Jon Hubbard (Chairman)
Cllr Bob Jones MBE
Cllr Stuart Wheeler
Cllr Gordon King

Terms of Reference:

- To meet at least 4 times a year and more frequently as required, when key milestones of the Strategy are identified
- For the Task Group's Chairman to hold a position on the Digital Programme Board

Culture Transformation:

- To investigate how the Council is engaging different user groups to support the re-design of Council services
- To help shape and implement the engagement of staff and members, as services are progressively automated

Technology and Platform:

- To provide an additional dimension of quality assurance on projects that emerge as a part of the Strategy
- To help shape and implement how the Council is maximising digital compatibility across all platforms, including legacy and partner systems

Service Re-Design

- To help shape how the Council prioritises its services for automation and the subsequent customer take-up of these services
- To monitor and review how the Council can make effective efficiencies through increased automated services and the cost and the implications of the technology to do so

Recent Activity

The task group met with the Executive and Senior Officers on 31 October 2017 and were presented with the updated version of the Digital Strategy and how the group's previous recommendations had been incorporated into this. The group's Terms of Reference were also discussed and agreed.

The group discussed the ambition of end-to-end processes and how O&S could add value by exploring how service areas can successfully engage customers digitally. In this sense, it would be important that all could access the digital provision; either directly or through a third party. However, it was recognised that it would not be appropriate for certain services to wholly rely on digital for their delivery.

The group also considered adding 'feedback systems' into the digital process; to help ensure that as services become progressively automated, the customer continues to feel valued and receives a high-level of customer service.

The task group supported the fact that, at present, no end date for the Digital Strategy could be identified and that when the first wave of the Strategy concludes in 2021, the legislation around technology and the technology itself would have greatly diversified.

It was agreed that the group would reconvene on 13 December and this meeting would be used to agree a Forward Work Programme for the task group.

2. Financial Planning Task Group

Membership

Cllr George Jeans
Cllr Pip Ridout
Cllr Ian Thorn (Chairman)
Cllr Stuart Wheeler
Cllr Roy While

Recent activity

The task group has not held a full meeting since the Committee's last meeting.

However, the task group chairman joined the Committee chairman and vice-chairman for the annual meeting with the Executive to discuss priorities within the 'Finance and Procurement' portfolio. Here the Cabinet Member for Finance and ICT invited the task group to help develop the council's Commercial Strategy, which will come to Cabinet for approval in the new year. This now being incorporated within the Task Group's forward work programme, subject to Committee's endorsement. The task group's findings and recommendations on the Strategy will come to Committee for endorsement prior to referral to Cabinet.

3. Military and Civilian Integration Partnership Task Group

Membership

Cllr Richard Britton
Cllr Gordon King
Cllr Mollie Groom
Cllr Alan Hill
Cllr Graham Wright
Cllr Tony Jackson

Terms of Reference

1. To explore the extent to which the council's current development control processes meet the needs and objectives of Wiltshire's residents and communities, to potentially including consideration of:
 - The public's and applicant's experience, including digital access
 - Communications and liaison with local councillors and their role
2. To investigate whether the present planning committee structure is best suited to delivering an efficient, effective and sustainable service; with particular reference to the number of and geographical areas covered by the existing area committees, their agendas and meetings.
3. To suggest any recommendations for improvement of the planning committee system as appropriate.

Recent activity

No recent activity

4. Planning Committee System Task Group

Membership

Cllr Ernie Clark
Cllr Peter Fuller
Cllr Sarah Gibson
Cllr Jose Green
Cllr Ruth Hopkinson
Cllr Ian McLennan (Chairman)
Cllr Paul Oatway

Terms of Reference

1. To explore the extent to which the council's current development control processes meet the needs and objectives of Wiltshire's residents and communities, to potentially include consideration of:
 - a. The public's and applicant's experience, including digital access
 - b. Communications and liaison with local councillors and their role

- c. The planning committee structure, agendas, meetings and decision making;
2. To investigate whether the present planning committee structure is best suited to delivering an efficient, effective and sustainable service; with particular reference to the number of and geographical areas covered by the existing area committees, their agendas and meetings.
3. To suggest any recommendations for improvement of the planning committee system as appropriate.

Recent activity

The task group met on 9th November to consider a draft survey of planning applicants in order to assess their experiences of the planning process. The survey is now being finalised.

The task group will meet again on 21st November and will discuss:

- The background to the current area planning committee structure
- Data relating to area planning committee meetings over the past 4 years
- Planning function performance indicators
- Info re planning officer liaison with councillors and current and future digital access to the planning process.

5. Swindon and Wiltshire Local Enterprise Partnership (LEP) Task Group

Membership

Wiltshire Councillors:

Cllr Trevor Carbin
Cllr Christine Crisp
Cllr Alan Hill
Cllr Nick Murry

Swindon Borough Councillors:

Cllr Cathy Martyn
Cllr Des Moffatt
Cllr Chris Watts
Cllr Steve Weisinger

Recent activity

The task group last met in April 2017 and reported its legacy report to this committee following the meeting.

Third Party Advertising Policy Task Group (proposed)

Membership (proposed)

Cllr Alan Hill
Cllr George Jeans
Cllr Nick Murry
Cllr Ricky Rogers
Cllr Ian Thorn
Cllr Stuart Wheeler (Chairman)
Cllr Graham Wright

Terms of Reference (proposed)

1. To support the development of the council's Third Party Advertising Policy, by considering,
 - Legal and commercial issues
 - The ethos, values and reputation of the council
 - Supporting local businesses and economic development
 - Opportunities for income generation
2. To submit findings and recommendations to the Cabinet Member prior to the Policy's consideration by Cabinet in 2018.

Background and recent activity

On 31 October 2017 the Chairman and Vice-Chairman of OS Management Committee met with the Cabinet Member for Communications, Communities, Leisure and Libraries to discuss OS engagement on key projects within the 'Communities and Communications' portfolio over the next 12 months. The Cabinet Member invited OS to help develop the council's Third Party Advertising Policy, which was then scheduled for Cabinet approval in December 2017. A robust advertising policy is needed so that the council can make consistent decisions with regards to the provision of advertising opportunities on council-owned property, space or media etc. This reflects the greater emphasis on 'commercialism' going forward, as set out in the council's Business Plan 2017-27.

Due to the short timescale, the Chairman of OS Management Committee decided to form a task group to undertake this role. Following a request for expressions of interest members were appointed and the task group's first meeting was held on 15th November. At this members met with the Cabinet Member and Associate Director, agreed their key questions and scoped the review.

The task group will now hold telephone meetings with other councils with developed advertising profiles in order to learn from their experiences.

The final advertising policy will now come to Cabinet for approval in the new year and the task group's findings and recommendations will come to Committee for endorsement, prior to referral to Cabinet.

Proposal

- 1. To note the updates on task group activity provided;**
- 2. To approve the Digital Strategy and Implementation Task Group's terms of reference, as set out above;**
- 3. To approve development of the Commercialism Strategy within the Financial Planning Task Group's work programme, with findings and recommendations brought to Management Committee for endorsement prior to referral to Cabinet;**
- 4. To approve the establishment of the Third Party Advertising Task Group with the membership and terms of reference set out above, with findings and recommendations brought to Management Committee prior to referral to Cabinet.**

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