

Corporate Services Overview and Scrutiny Committee

7 May 2014

Agenda

The Corporate Services Overview and Scrutiny Committee will meet in **COMMITTEE ROOM 2, SHIRE HALL, WARWICK** on **WEDNESDAY, 7 MAY 2014** at **2.00 p.m.**

The agenda will be:

1. General

(1) Apologies

(2) Members' Disclosures of Pecuniary and Non-Pecuniary Interests

Members are required to register their disclosable pecuniary interests within 28 days of their election of appointment to the Council. A member attending a meeting where a matter arises in which s/he has a disclosable pecuniary interest must (unless s/he has a dispensation):

- Declare the interest if s/he has not already registered it
- Not participate in any discussion or vote
- Must leave the meeting room until the matter has been dealt with (Standing Order 42).
- Give written notice of any unregistered interest to the Monitoring Officer within 28 days of the meeting

Non-pecuniary interests must still be declared in accordance with the new Code of Conduct. These should be declared at the commencement of the meeting.

(3) Minutes of the meeting of the Corporate Services Overview and Scrutiny Committee held on 26 February 2014

2. Public Question Time

Up to 30 minutes of the meeting is available for members of the public to ask questions on any matters relevant to the business of the Overview and Scrutiny Committee. Questioners may ask two questions and can speak for up to three minutes each. To be sure of receiving an answer to an appropriate question, please contact Sally Baxter 5 working days before the meeting. Otherwise, please arrive at least 15 minutes before the start of the meeting and ensure that Council representatives are aware of the matter on which you wish to speak.

3. Questions to the Portfolio Holders

Up to 30 minutes of the meeting is available for the Committee to put questions to the Leader and Portfolio Holders on any matters relevant to the remit of the Overview and Scrutiny Committee.

4. BDUK Project

To consider an update of the Coventry, Solihull and Warwickshire BDUK , including a presentation from Tonino Ciuffini, Head of Information Assets.

5. WES Traded Services

To receive a presentation from Craig Cusack, Commercial Enterprise Lead, about the Warwickshire Education Service (WES) Traded Services.

6. Work Programme 2013/14

To consider the Committee's proposed Work Programme and future area of scrutiny activity.

7. Urgent Matters

At the discretion of the Chair, items may be raised which are considered urgent (please notify Democratic Services in advance of the meeting).

8. Dates of Next Meeting

The next meeting of the Corporate Service Overview and Scrutiny Committee has been scheduled for 7 July 2014, commencing at 2pm in CR2.

Jim Graham
Chief Executive
Shire Hall
Warwick

Corporate Services Overview and Scrutiny Committee Membership

Councillors: Nicola Davies, Neil Dirveiks, Martin Heatley (Vice-Chair), Phillip Morris-Jones, Bernard Kirton, Keith Kondakor, Chris Saint, June Tandy (Chair), Alan Webb, Chris Williams

Portfolio Holders:-

Councillor Izzi Seccombe – Leader of the Council

Councillor Alan Cockburn – Deputy Leader

Councillor Colin Hayfield – Customers

Councillor Jeff Clarke – Corporate Business and Environment

For queries regarding this agenda, please contact:

Sally Baxter, Democratic Services Officer

Tel: 01926 412323, e-mail: sallybaxter@warwickshire.gov.uk

**Minutes of the meeting of the
Corporate Services Overview and Scrutiny Committee
held on 26 February 2014**

Present

Members: Councillor Nicola Davies
Councillor Neil Dirveiks
Councillor Martin Heatley (Vice-Chair)
Councillor Phillip Morris-Jones
Councillor Keith Kondakor
Councillor Chris Saint
Councillor June Tandy (Chair)
Councillor Alan Webb
Councillor Chris Williams

Other Councillors: Councillor Izzi Seccombe – Leader of Warwickshire
County Council

Officers: Sally Baxter, Democratic Services Officer
John Betts, Head of Finance
David Carter, Strategic Director, Resources Group
Sue Evans, Head of Human Resources and Organisational
Development
Tejay De Kretser, Business Development and Improvement
Manager
Tricia Morrison, Project Manager, One Organisational Plan
2014-18 Project.

1. General

(1) Apologies

Apologies for absence were received on behalf of Councillors
Clarke, Cockburn and Hayfield.

**(2) Members' Disclosures of Pecuniary and Non-Pecuniary
Interest**

None

**(3) Minutes of the meeting of the Corporate Services Overview
and Scrutiny Committee held on 11th December 2013**

The Committee agreed that the minutes of the meeting held on
11 December 2013 be signed by the Chair as a true and
accurate record.

**Minutes of the meeting of the
Corporate Services Overview and Scrutiny Committee
held on 26 February 2014**

2. Public Question Time

There were no public questions received or presented at the meeting.

3. Questions to Cabinet and Portfolio Holders

Members considered the Forward Plan of decisions by Cabinet and the Portfolio Holders. Councillor Izzi Seccombe clarified that the Homes for Elderly People were operated by Warwickshire Care Services with the buildings leased to them from Warwickshire County Council. Further information would be provided to Members on request.

The Warwickshire Local Welfare Scheme that replaced the government's Social Welfare Fund, had not received the level of up-take as anticipated particularly over the winter months. The scheme had been advertised on the Warwickshire County Council website to ensure that those in difficulty were aware of available assistance. Funding would be provided for the 2014/15 municipal year however, it was unknown whether central government would provide funding after this period. The Committee agreed that a report would be considered at a future meeting.

A question was raised regarding leases that were coming to an end of their peppercorn rent period in particular, what was being put in place to support community buildings to ensure that they remained available to provide community services. Councillor Izzi Seccombe reported that discussions were being held with services to ascertain a business case and assist groups to ensure sustainability. It was acknowledged that it was not feasible to continue financial support by maintaining buildings.

The Committee identified that Community and Youth Centre's would also potentially be affected and would find it difficult to put forward a business case. There was a period of 12 months left of the peppercorn rents and it was agreed that a report would be considered at a future meeting of the Committee.

4. Transformation through Strategic Commissioning Programme

David Carter, Strategic Director, Resources Group, provided an update on services which had completed the review process and those that would be undertaken before the completion of the programme at the end of the 2013/14 financial year.

A comprehensive spending review report would be considered at the April meeting of the Corporate Board. The report would be cascaded to the relevant committees. It would also be cross referenced with other information. The outcomes had informed the One Organisational Plan

**Minutes of the meeting of the
Corporate Services Overview and Scrutiny Committee
held on 26 February 2014**

2014/18 which had received approval at the Council meeting held on 24 February 2014.

Resolved:

That the Corporate Services Overview and Scrutiny Committee:

- 1) Notes the update and;
- 2) Agrees that a further report containing the outcomes of the Transformation through Strategic Commissioning Programme would be considered at a future meeting of the Committee.

5. Organisational Health Report – 2013/14

The Chairman explained that the Organisational Health Report had been reformatted taking into consideration comments made previously by the Committee. The report included information on performance in terms of how the authority was delivering on its key performance measures, the financial management of resources and in managing and responding to significant risks.

Exception reporting was considered to be a preferred method of providing information to the Committee. This allowed for clear information and identification of areas that were not meeting targets. It was suggested that the current spreadsheets distributed with the report, could be electronically distributed to Committee Members in advance for their consideration and exceptional reporting could form the body of the report considered at the Committee.

John Betts, Head of Finance, suggested that in light of the One Organisational Plan, a different approach would be taken to monitoring performance. A different style of reporting to the Committee could also be adopted to include exception reporting.

The Committee supported the suggestions made and asked that they receive more in depth reports on services to aid investigation and allow for greater scrutiny of services.

Following discussion and questioning from the Committee, the following points were noted:

- 1) Reporting on the 2013/14 Reserves Position would be made clearer and provide more explanation so as to ensure effective monitoring.
- 2) An explanation of the Catering Equalisation Account was provided and the Committee noted that the reported figures highlighted whether a surplus or deficit had occurred at the end of the financial year.

**Minutes of the meeting of the
Corporate Services Overview and Scrutiny Committee
held on 26 February 2014**

- 3) The costs associated with the fire damage at Higham Lane School would have been the responsibility of the school because it was an Academy and would have had insurance in place to cover the costs.
- 4) Expenditure on the refurbishment of Council office buildings had increased to incorporate feedback from employees who had been the first tranche to use the open plan offices. In response to their feedback, alterations had been made to the next stage of refurbishment which had resulted in an increase to expenditure. The relocation of staff from Wedgnock House to Barrack Street would save the Authority money in the long term.
- 5) Response to timescales with regard to Adult's and Children's Services had not met targets again in Quarter 3. An intensive programme had been put in place to help increase the percentage of complaints responded to within agreed timescales. The Committee noted that the nature of some complaints were complex therefore may take longer to respond to.
- 6) Small- holdings were discussed by the Committee and it was agreed that it was important to assess their performance even though targets were being met. A number of points were raised including the importance of encouraging the next generation of farmers and to ensure that a sustainable strategic view was in place.
- 7) The percentage of corporate projects which deliver CO2 reductions would continue to be monitored.

Resolved:

That the Corporate Services Overview and Scrutiny Committee agrees:

- 1) To note the points contained in the report;
- 2) Receive a briefing note to explain and provide a breakdown of the additional expenditure on Council office buildings;
- 3) To undertake site visits to some small holdings in Warwickshire to gain a better understanding of their operation ;
- 4) To organise a seminar regarding small- holdings for Committee Members for information.

**Minutes of the meeting of the
Corporate Services Overview and Scrutiny Committee
held on 26 February 2014**

6. Customer Service Excellence

Tejay De Kretser, Business Development and Improvement Manager, provided up to date information about the stage at which Warwickshire County Council was at regarding the Customer Service Excellence Award.

In addition to the outcomes stated in the report, Fire and Rescue had been assessed in February and had been awarded the Customer Service Excellence Standard. The Corporate assessment had taken place on 24 February but the outcome was yet unknown.

To be awarded the standard, a service was required to be fully compliant in 46 criteria, have no 0 non compliances and be partially compliant in no more than 11 criteria. To date, of the 4 assessments undertaken, each group had achieved full compliance in 54 of the 57 criteria. Areas had been identified for improvement as highlighted in the report and, a plan would be developed for each area with the expectation that partial compliance would shift to full compliance within 12 months.

A 3 year development plan would be developed once the corporate body had been assessed which would support and sustain areas in which the authority had achieved well in and improvement to others. In addition to this, complainants were being asked to provide feedback on their experience using the complaints system so as to inform the 3 year pilot scheme in maintaining and help increase customer standards.

Following discussion and questioning from the Committee, the following points were noted:

1. Benchmarking had been undertaken in some areas using other authorities as a comparison. Further work would be undertaken and reported back to a future meeting of the Corporate Services Overview and Scrutiny Committee.
2. Information regarding the number of complaints upheld was included in the Annual Report. Service users were encouraged to use the informal complaint process to resolve issues earlier and quicker but the informal complaints process was not included in the Annual Report.
3. The time scale for confirmation of the outcome of the corporate assessment was 15 working days and would be considered at Cabinet scheduled for 5 June 2014.
4. It was clarified that the 'Deal Effectively with Problems' contained in the criterion framework for achieving the Customer Service Excellence standard, was based on the complaints process, not the outcome.

**Minutes of the meeting of the
Corporate Services Overview and Scrutiny Committee
held on 26 February 2014**

Resolved:

That the Corporate Services Overview and Scrutiny Committee:

- 1) Notes the report;
- 2) Agrees to receive a report with regards to benchmarking with other authorities at a future meeting of the Committee.

7. Human Resources and Organisational Development

Sue Evans, Head of Human Resources and Organisational Development, presented information as to the structure of Human Resources and Organisational Development.

The service is divided into the following categories:

- 1) Strategic HR and OD
 - The HR Business Partnership and;
 - Organisational Development and;
 - Learning and Development.
- 2) Operational HR and OD
 - Employee Relations and;
 - Health and Safety and;
 - Equality and Diversity.
- 3) Transactional HR
 - Recruitment and Selection and;
 - Administration and;
 - Service Development and;
 - Information.
- 4) Cost Effective HR and OD
 - Ratio of HR Personnel against the national average (both private and public sector) and;
 - Associated costs per HR employee.

Following a discussion and questions by the Committee, the following points were noted:

1. Warwickshire County Council operates a number of different employment arrangements. Zero hours contracts are in operation however, they were in accordance with statutory guidelines and the majority were in place to provide short term cover of positions. The number of short term positions had been reduced.
2. It was acknowledged that long term absence was problematic and arrangements were in place to manage absence such as back to work interviews, letters to

**Minutes of the meeting of the
Corporate Services Overview and Scrutiny Committee
held on 26 February 2014**

employees from Sue Evans if they have been absent for 2 weeks or more and the active involvement of Occupational Health. It was anticipated that the number of absences would increase due to stress and additional pressure on employees and in response to this a development package would be introduced to help employees recognise the signs of stress and effective ways to manage this.

3. Disclosure and Barring Service (DBS) checks and medical checks were undertaken for each new employee.
4. A redeployment service was available to help employees find alternative opportunities within the organisation. If an alternative role could not be identified, they could access support provided by HR to secure new employment such as help in CV writing and interview skills.
5. Career break opportunities would be investigated if employees expressed an interest and would be considered on a case by case basis.
6. In light of the financial climate, additional pressures would be placed on employees and the Committee identified that a report regarding different departments would be considered at a future meeting.
7. The number of employment appeals was low due to effective mediation between parties supported by HR.
8. Sue Evans invited Members of the Committee to visit HR and see the department in action. The Chairman asked that the invitation be extended to all Elected Members. Sue Evans would email an invitation to all Elected Members.

Resolved:

That the Corporate Services Overview and Scrutiny Committee:

- 1) Notes the information contained in the presentation;
- 2) Agrees to receive a report regarding department budgets and workforce information.
- 3) Requests that an email would be sent to all Elected Members inviting them to visit HR.

8. Work Programme 2013/14

The Chairman presented the Committee with the proposed Work Programme for the remainder of 2013/14 and invited members to suggest additional items for consideration at future meetings.

**Minutes of the meeting of the
Corporate Services Overview and Scrutiny Committee
held on 26 February 2014**

A discussion ensued regarding the remaining items and future areas of Committee consideration which could potentially lead to more in depth scrutiny. The following areas were identified:

- 1) Human Resources (HR) and;
- 2) Small Holdings and;
- 3) Libraries and Community buildings and;
- 4) Law and Governance and;
- 5) Communications and marketing.

The Committee stressed the importance of considering BDUK at the next scheduled meeting in light of the recent announcement that additional funding would be available to increase the level of coverage of superfast broadband across Coventry, Solihull and Warwickshire. A report regarding progress to date would be considered and BT would be invited to attend.

Members would undertake site visits to a number of small- holdings across the county to gather information and form a better understanding of how they operate.

A presentation would be provided regarding Traded Services to Schools.

The Corporate Services Overview and Scrutiny Committee agreed:

- 1) The proposed Work Programme 2013/14 and;
- 2) The proposed Action Plan.

9. Urgent Matters

There were no urgent matters raised for discussion.

10. Date of Next Meeting

The Corporate Services Overview and Scrutiny Committee noted that the date of the next meeting had been scheduled for 7th May 2014 at 2p.m.

An alternative date would be sought for the Committee meeting in July and would be confirmed to members of the Committee.

The Committee rose at 12.10 p.m.

**Minutes of the meeting of the
Corporate Services Overview and Scrutiny Committee
held on 26 February 2014**

.....
Chair

Corporate Services Overview and Scrutiny Committee

7 May 2014

Questions to Cabinet and Portfolio Holders

Recommendations

That the Corporate Services Overview and Scrutiny Committee consider the forthcoming Cabinet and Portfolio Holder decisions relevant to its remit, asking any relevant questions and considering areas for further scrutiny, where appropriate.

1.0 Cabinet and Portfolio Holder Decisions

- 2.1 The decisions relevant to the remit of the Committee are listed below. Members are encouraged to seek updates on decisions and identify topics for pre-decision scrutiny. The responsible Portfolio Holders will be in attendance at the meeting to answer any questions from the Committee.
- 2.2 The list was last updated from the Forward Plan on 28 April 2014.
(* Key decision)

Decision	Description	Date due	Cabinet / PfH
(Exempt) Disposal of Bath Place, Leamington Spa	To consider the bids received for the site including a community asset bid.	8 th May 2014	Cabinet
(Exempt) Disposal of WCC HEP's	To seek approval to dispose of the Council's remaining Homes for Elderly People	8 th May 2014	Cabinet
Use of Insurance Claim monies - Bath Place, Leamington Spa	Seek member approval for use of insurance monies (Revenue) for one off Property Rationalisation programme projects	8 th May 2014	Cabinet
(Exempt) New AEN Special School - agreed location	This report will ask Cabinet to determine where on the former Manor park school site the new AEN Special School will be developed. This will then determine how much of the remainder of the site will then be declared surplus and put forward for disposal.	8 th May 2014	Cabinet

Consultation on Charges for Adult Social Care Services*	To seek approval to go out to consultation on options to introduce charges for adult social care services.	23 rd May 2014	Portfolio Holder – Adult Social Care
Administration of Business Rates - Response to the Government's Discussion Paper	In April the Government issued a discussion paper on the administration of business rates. The deadline for responses is 6 June. The report seeks approval for the Council's response to the discussion paper.	5 th June 2014	Cabinet
Superfast Broadband Extension Project - Support for match funding from the Capital Growth Fund*	Warwickshire has been invited by the Government to bid for additional funding to support the further roll-out of Superfast Broadband in the County. Once again this must have matched funding. This paper will outline the options for potential levels of matched funding using the Capital Growth Fund.	5 th June 2014	Cabinet
Corporate Customer Service Excellence Award	1. To Report and update on the Customer Service Excellence standard and the corporate award to Warwickshire County Council. 2. To obtain Cabinet approval to the related improvement plan.	5 th June 2014	Cabinet
Shaping The Future: One Organisational Plan 2014 - 18 Reporting Arrangements	Sets out the Reporting Arrangements for the One Organisational Plan	5 th June 2014	Cabinet
Risk Management Framework	Cabinet is asked to endorse the updated risk management framework	22 nd July 2014	Cabinet
Year End 2013/14 Organisational Health Report	Year End 2013/14 Organisational Health Report: Finance, Performance & Risk (April 2013 – March 2014)	22 nd July 2014	Cabinet
Application to Defra for LEADER funding 2015-2020*	The Deputy Leader to agree to a funding application being made to Defra for (approx) £2 million from the Rural Development Programme and to agree to WCC continuing as the Accountable Body in the event of the bid being successful.	25 th July 2014	Deputy Leader
Annual Governance Statement 2013 / 2014	Presents the 2013 / 2014 AGS for endorsement prior to submission to Council	18 th September 2014	Cabinet

	Name	Contact details
Report Author	Sally Baxter	sallybaxter@warwickshire.gov.uk
Head of Service	Sarah Duxbury	sarahduxbury@warwickshire.gov.uk
Strategic Director	David Carter	davidcarter@warwickshire.gov.uk
Portfolio Holder	Councillor Clarke Councillor Cockburn Councillor Hayfield Councillor Seccombe	cllrclarke@warwickshire.gov.uk cllrcockburn@warwickshire.gov.uk cllrhayfield@warwickshire.gov.uk cllrmsseccombe@warwickshire.gov.uk

Corporate Services Overview and Scrutiny Committee

7 May 2014

Report on Progress - CSW BDUK Project

1. Background

- 1.1 In early 2011 the Government announced that £530m was to be made available for the provision of superfast broadband (min 24Mbps) to 90% of properties in the UK and that a minimum speed of 2Mbps should be available to 100% of properties.
- 1.2 Coventry City Council, Solihull Metropolitan Borough Council and Warwickshire County Council (the sub-region) are working in partnership as neighbouring authorities to deliver a significant improvement to our broadband infrastructure.
- 1.3 The Government initially provided £4.07 million of funding for the sub-region to support improved broadband which has been matched by our Project Partners (Coventry, Solihull and the Warwickshire Districts and Boroughs) and has attracted further private sector investment from BT.
- 1.4 During the procurement, the project managed to secure £375,000 additional funding from BDUK which was matched by Solihull MBC, one of our Project Partners. The total public investment for the project is £8.89 million.
- 1.5 After successfully completing the procurement, the contract for the implementation of a wholesale broadband network in Coventry, Solihull and Warwickshire was awarded to BT in May 2013.
- 1.6 The project is aiming to make superfast broadband available to 91% of properties in the region with basic broadband services of at least 2Mbps available to 100% of properties by the completion of the roll-out planned for Q4 2015/16.
- 1.7 BT's commercial roll-out is due to be completed by spring 2014.

2. Warwickshire County Council Investment

- 2.1 The number of premises across Warwickshire that will be upgraded as a result of the project is 46,833 which equates to 90% of the total number of premises in the CSW sub region being upgraded.
- 2.2 The Total Public Subsidy for the project throughout the region is £8,890,000. For Warwickshire the public investment is £8,045,114 (90% of total) of which BDUK is contributing £4,022,557.
- 2.3 The Local Authority investment in Warwickshire is £4,022,557 of which Warwickshire County Council are contributing £3,013,558.

3. Project Update

- 3.1 The CSW Broadband project has made good progress since the contract was awarded and is currently within budget and is running in line with the plan.
- 3.2 The project is now in the Implementation Stage. Contractually, the project is organised in seven Phases for the deployment of superfast broadband and an eighth phase for the deployment of the remaining infill solutions.
- 3.3 In Phase 1 of the roll-out, BT is planning to implement 51 cabinets throughout CSW. Of these 51 cabinets 30 are located in Stratford District and 21 are located in North Warwickshire. Together, this equates to approx. 11,771 Total Homes Passed (THP), or 25% of the premises in Warwickshire to be upgraded as part of the project.
- 3.4 Surveys of these 51 cabinets have been completed and build work has commenced. According to the Implementation Plan installation for the Phase 1 cabs is scheduled to be completed by June 2014 and ready for service by September 2014.
- 3.5 The very first cabinet of this phase was commissioned and ready for service on 7th April 2014. This is a cabinet in the centre of Snitterfield village which featured in the press launch for the CSW Superfast Broadband project.
- 3.6 In Phase 2 of the roll-out, BT is planning to implement a further 41 cabinets throughout CSW. Of these 41 cabinets, 16 are located in the North Warwickshire, 15 in Warwick District, 6 in Stratford District and 4 in Nuneaton &

Bedworth. Together, this equates to approx. 8,925 THP, or 19% of the premises to be upgraded as part of the project.

- 3.7 Surveying of these cabinets has started and the installation work is expected to be completed by September 2014 with the cabinets ready for service by December 2014.
- 3.8 It is anticipated that approx. 44% of the targeted premises in Warwickshire will be upgraded to Next Generation Access in the first two phases.
- 3.9 It should be noted that the project is presently ahead of schedule with an overall increase in the number of cabinets upgraded in the first two contractual phases. This is detailed in the table included below:

Phase	Date	Contract THP*	Projected THP*
1	Q2 14/15	8,091	11,771
2	Q3 14/15	6,494	8,925
3	Q4 14/15	6,815	10,770
4	Q1 15/16	7,767	TBC
5	Q2 15/16	8,157	TBC
6	Q3 15/16	5,742	TBC
7	Q4 15/16	6,968	TBC

*THP = Total Homes Passed.

- 3.10 As information about the roll-out becomes available it will be published on the CSW Broadband website – www.cswbroadband.org.uk. The project has published a rolling 12-month programme which will be updated quarterly.

4. Future Planning

- 4.1 The initial BDUK/CSW project is scheduled to finish in 2016.
- 4.2 The government has announced the Superfast Extension Programme (SEP) with an aspiration to take Superfast Broadband coverage up to 95%.
- 4.3 It is important to note that this new target from government focuses on the availability of Superfast Broadband (24Mbps and above) and not just the availability of connection to NGA (Next Generation Access) technologies.
- 4.4 Based on the original premises information and Open Market Research (OMR) data from the start of the project in 2012, the current information available to the CSW project team indicates that 22,438 premises within Warwickshire are awaiting further funding for Superfast Connectivity. The minimum number of

premises to be addressed to meet the government target of 95% Superfast Broadband coverage will be an additional 9,972 premises.

5. Further Funding

- 5.1 The government has announced funds of £3.68m to take Superfast Broadband coverage up to 95% throughout CSW (our current project will achieve 91%). However, this is only available through match funding.

5.2 We are actively investigating any and all other funding sources, and:-

- Are submitting a bid to the Warwickshire Capital Growth Fund to underwrite the Warwickshire element of the Superfast Extension Programme matched funding and project costs. It should be noted that the application for SEP funding, with confirmation of the availability of matched funding must be submitted by 30th June 2014.
- We have recently made a submission through the Coventry and Warwickshire Local Enterprise Partnership European Structural Investment Funds Strategy for a total of £7.85m to extend the roll out of Superfast Broadband in Coventry & Warwickshire. It should be noted that we are not expecting to hear the outcome of this bid until late Autumn 2014 at the earliest.

Report Author	Tonino Ciuffini	toninociuffini@warwickshire.gov.uk
Head of Service	Tonino Ciuffini	toninociuffini@warwickshire.gov.uk
Strategic Director	David Carter	davidcarter@warwickshire.gov.uk
Portfolio Holder	Cllr Jeff Clarke	jeffclarke@warwickshire.gov.uk

**Corporate Services
Overview and Scrutiny Committee**

7 May 2014

Work Programme 2013/14

Recommendations

That the Corporate Services Overview and Scrutiny Committee:

- 1) Agrees the proposed 2013/14 Work Programme and makes any additional or changes, as required;
- 2) Considers the use of an Action Plan to update the Committee on any actions or recommendations agreed by the Committee; and
- 3) Notes the scheduled future meeting dates.

1.0 Work Programme

- 1.1 The proposed Committee Work Programme for 2013/14 is attached at Appendix A.

2.0 Committee Action Plan

- 2.1 An Action Plan for the Committee has been created to track any recommendations and actions that are agreed by members at meetings of the Committee.

3.0 Briefing Notes

- 3.1 No Briefing Notes have been circulated recently to the Committee.

4.0 Dates of Future Meetings

- 4.1 Future meetings of the Committee have been scheduled for 2p.m. on the following dates:
 - 7th July 2014
 - 8th October 2014

Appendices:

Appendix A – Work Programme 2013/14

	Name	Contact details
Report Author	Sally Baxter	sallybaxter@warwickshire.gov.uk
Head of Service	Sarah Duxbury	sarahduxbury@warwickshire.gov.uk
Strategic Director	David Carter	davidcarter@warwickshire.gov.uk
Portfolio Holder	Councillor Jeff Clarke	cllrclarke@warwickshire.gov.uk

**Corporate Services Overview and Scrutiny Committee
Work Programme 2013/14**

Item	Report detail	Date of last report	Date of next report
Questions to the Portfolio Holders / Forward Plan decisions	Report which includes Forward Plan decisions relevant to the remit of the Committee. (Sally Baxter)	N/a	* Standing item for every meeting
Property Rationalisation Programme and Modern and Flexible Working	<p>Steve Smith will provide an update on the Programme. Members may wish to consider the following areas:</p> <ul style="list-style-type: none"> • how far has the Council progressed and what more can be achieved? • what has been the impact on the community? This to focus on both internal and external customers • what has been the impact on staff, in terms of their ability to deliver the service? • where have services improved as a result of the programme? • what are the service delivery outcomes? 	3 rd October 2012	16 th October 2013
Public Engagement in Overview and Scrutiny	<p>To consider and approve a methodology for public engagement in Overview and Scrutiny, which will include:</p> <ul style="list-style-type: none"> • How public issues are raised • Different methods of engagement to use • How to identify if engagement in scrutiny activity is required • Who should be engaged and how 	20 th February 2013	16 th October 2013
WCC Network to Payday Loan Companies	To consider the Council's options with regard to blocking access via the WCC network to payday loan companies. This was agreed at Council on 9 th July to be forwarded to the OSC to consider and submit recommendations if required. (Tonino Ciuffini)	N/a	16 th October 2013

**Corporate Services Overview and Scrutiny Committee
Work Programme 2013/14**

Item	Report detail	Date of last report	Date of next report
Treasury Management Outturn Report 2012/13	The Committee to consider the report. (Mathew Dawson)	20 th February 2013	16 th October 2013
Customer Service Excellence Project	There is an on-going project to achieve the Customer Service Excellence (CSE) standard, which would address the level of community access to services. The Committee to consider the outcome of the assessment. (Tejay De Krester)	12 th December 2012	11 th December 2013
The Council's Procurement Procedures	To receive a progress report on how the Council's procurement procedures encourage small businesses to bid for Council contracts. (Paul White)	12 th December 2012	11 th December 2013
Strategic Projects	To consider on update on the WCC approach to managing Strategic Projects (Colin Gordon).	N/a	11 th December 2013
Presentation by Human Resources and Occupational Development	To consider the brochure of services and key information on staffing, budget and KPI's.	N/a	26 th February 2014

**Corporate Services Overview and Scrutiny Committee
Work Programme 2013/14**

Item	Report detail	Date of last report	Date of next report
Workforce Planning	To consider the impact of budget cuts on staff resources and the changing role of the workforce to achieve the County Council's priorities, together with an overview of staffing for 2014-18 in line with the One Organisational Plan. (Sue Evans)	N/a	March / April 2014
BDUK Project	To receive an overview of the project. (Tonino Ciuffini / Leigh Hunt)	N/a	7 May 2014
Traded Services to Schools	To receive a presentation to update the committee on WES Traded Services	N/a	7 May 2014
Review of Small-holdings	To consider the outcome of the review. (Geoff Taylor) This item was scheduled to be considered in May 2014 however, in consultation with the Chair and Vice Chair, the report has been deferred until July 2014.	N/a	July 2014
Transformation through Strategic Commissioning Programme	The Transformation through Strategic Commissioning Programme was completed at the end of the 2013/14 financial year. The committee will receive a report within at least 6 months of the programme completion.	N/a	October 2014
Organisational Health Report 2013/14	Quarterly report to scrutinise the financial aspects of the report, with the appendices relevant to the remit of the Committee. (John Betts). The Committee will consider the most recent version.	N/a	September/ October 2014

**Corporate Services Overview and Scrutiny Committee
Work Programme 2013/14**

Item	Report detail	Date of last report	Date of next report
Community Infrastructure Levy	<p>To consider an outline of CIL and its impact on the County Council. Possible joint scrutiny with the Communities OSC. (Ciaran Power / Louise Wall)</p> <p>This to be followed at a later date with a discussion with representatives from the District/Borough Councils regarding the changes and implications arising from CIL.</p>	N/a	TBC
People Group Systems	The committee was invited by the Portfolio Holder, Jose Compton, to monitor the process of procuring IT Systems for the People Group.	N/a	TBC
Libraries and Community Building	TBC	N/a	TBC
Law and Governance	TBC	N/a	TBC
Communications and Marketing	TBC	N/a	TBC

**Corporate Services Overview and Scrutiny Committee
Work Programme 2013/14**

Briefing Notes

Item	Briefing Note detail	Date requested	Date circulated
Customer Service Excellence Project	An update with regards to achieving the Customer Service Excellence (CSE) standard corporately across the authority.	N/a	3 rd December 2013