Resources and Fire & Rescue Overview and Scrutiny Committee

5 June 2019

Agenda

The Resources and Fire & Rescue Overview and Scrutiny Committee will meet in **Committee Room 2, Shire Hall, Warwick on Wednesday 5 June 2019 at 2.00 p.m.**

Please note that this meeting will be filmed for live broadcast on the internet. Generally, the public gallery is not filmed, but by entering the meeting room and using the public seating area you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes. All recording will be undertaken in accordance with the Council's protocol on filming and use of social media.

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 or 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 39).
- Give written notice of any unregistered interest to the Monitoring Officer within 28 days of the meeting

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

(3) Minutes of the meeting of the Resources and Fire & Rescue Overview and Scrutiny Committee held on 27 February 2019

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 Helen Barnsley 2 working days before the meeting.

3. Questions to the Portfolio Holders relevant to the Overview and Scrutiny Committee

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. Work Programme 2018/19

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

5. Enabling Services – update relating to the roll out of broadband across the county

6. Digital Programme – update in relation to the new council website including customer feedback.

7. Warwickshire Switch and Save Scheme - end of year one progress report

8. 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).

The next meeting of the committee has been scheduled for Wednesday 26 September 2019, 2pm, Committee Room 2, Shire Hall, Warwick.

Monica Fogarty
Chief Executive
Shire Hall
Warwick

Resources and Fire and Rescue Overview and Scrutiny Committee
Membership for the meeting 5 June 2019

Councillors:

Parminder Singh Birdi (Vice-Chair), Sarah Boad, John Cooke, Judy Falp, Pete Gilbert, Andy Jenns, Bill Olner, Maggie O'Rourke, Dave Reilly and Adrian Warwick (Chair)

Portfolio Holders: -
Councillor Peter Butlin – Deputy Leader
Councillor Kam Kaur– Customer and Transformation
Councillor Andy Crump – Fire & Rescue and Community Safety

For queries regarding this agenda, please contact:

Helen Barnsley, Democratic Services Officer
Tel: 01926 412323, e-mail: helenbarnsley@warwickshire.gov.uk

Minutes of the meeting of the
Resources and Fire & Rescue Overview and Scrutiny Committee
held on 27 February 2019

Present:

Members of the Committee:
Councillors Parminder Singh Birdi (Vice-Chair), Sarah Boad, John Cooke, Judy Falp, Pete Gilbert, Andy Jenns, Maggie O'Rourke, Bill Olner, Bob Stevens and Heather Timms (Chair)

Other County Councillors:
Richard Chattaway – Leader of the Labour Group
Andy Crump - Portfolio Holder for Fire & Community Safety
Kam Kaur – Portfolio Holder for Customer and Transformation

Officers:

Helen Barnsley	Democratic Services Officer
Vanessa Belton	Performance and Improvement Business Partner
Andy Hickmott	Chief Fire Officer
Rose Holme	Performance and Improvement Service Lead
Allison Lehky	Workforce Strategy and OD Manager
Rob Moyney	Deputy Chief Fire Officer
Dave Pemberton	Area Commander
Jane Pollard	Legal Services Manager
Mark Ryder	Strategic Director
Nichola Vine	Legal Services Manager

1. General

(1) Apologies

Councillor Peter Butlin - Deputy Leader and Portfolio Holder for Finance and Property

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

None

(3) Minutes of the meeting held on 12 December 2018

Resolved

That the minutes of the meeting held on 12 December 2018 were approved as a correct record. There were no matters arising.

2. Public Question Time

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

3. Questions to the Portfolio Holders relevant to the Overview & Scrutiny Committee

Following a question from Councillor Maggie O'Rourke regarding how much bad debt has been written off by Warwickshire County Council it was agreed that a briefing note will be provided to the Committee.

Following a question from Councillor Andy Jenns in relation to residents who park across fire hydrants and what can be done to tackle the issue, Councillor Andy Crump, Portfolio Holder for Fire & Community Safety confirmed that the police are unable to help if the car is parked legally, albeit across a hydrant. Chief Fire Officer Andy Hickmott confirmed that the Fire Service has no legal power in this matter but can physically move vehicles to gain access if needed.

4. Work Programme 2019-20

Following a discussion, it was agreed that the following items would be discussed at the next Resources and Fire & Rescue OSC Chair and Group Spokes Meeting on Thursday, 25 April 2019 @ 10am. Once details have been confirmed the items will be added to the work programme for 2019/20

- Capital Investment Strategy
- Update on Library Services – to include visitor numbers. This item was considered timely due to WCC's current Digital Transformation programme.

Resolved

That the Committee agrees the updated 2019-20 Work Programme, as set out in the report and notes the scheduled future meeting dates.

5. One Organisational Plan Quarterly Progress Report: April to September 2018

Andy Hickmott, Chief Fire Officer presented the report to the Committee. The full report was presented to Cabinet and the information presented to the Committee was relevant just to their remit.

With reference to the performance of the Warwickshire Fire & Rescue Service, Councillor Sarah Boad raised concerns relating to the attendance times for first appliances reaching an incident. In view of the performance figures the question was raised as to whether the current targets are realistic and achievable? Councillor Judy Falp noted that the motorway network in Warwickshire undoubtedly had an impact on this target; in some areas timely access to motorways depends on the area of carriage way affected.

Councillor Maggie O'Rourke asked if Warwickshire Fire Service set targets and response times after reviewing neighbouring and similar sized fire services; and if so, how does the performance compare?

Councillor Andy Crump, Portfolio Holder for Fire & Community Safety confirmed that the Fire Service is aware of the performance issues raised by the Committee.

It was acknowledged that the work carried out by the fire service includes prevention and protection work as well as rescue. The demographics in Warwickshire are always changing and the fire service needs to look at where incidents are happening and what type of incidents are happening. It was noted by the Committee that if the performance for attendance to road traffic accidents was presented separately to the performance for attendance to fire related incidents then the view would be different. Moving forward consideration will be given to how fire service performance is presented.

Councillor Sarah Boad questioned whether targets were necessary; are the current targets unrealistic and do they need updating, Andy Hickmott confirmed that they are a fundamental part of monitoring performance. The performance figures for the attendance of second appliances at incidents has been impacted by staffing issues, in particular the recruitment and retention of day duty retained fire officers.

Councillor O'Rourke requested that future target setting should be inclusive with all relevant stakeholders and that she would like to see a robust methodology behind the process.

Councillor Kam Kaur, Portfolio Holder for Customer and Transformation thanked the Committee for their comments about the setting of realistic and achievable targets; stating that it the discussion would lead to the performance team introducing a check and challenge approach.

Rob Moyney, Deputy Chief Fire Officer confirmed that the increase in the number of incidents attended was reflected nationally. For Warwickshire, the increase in incidents is in part as a result of the increase in mobilisation to incidents; this provides a better service to the community.

Councillor Bill Olner asked whether developing technologies such as drones could be used in the future to tackle issues such as false alarms and fires not involving people or vehicles? It was confirmed that as part of the work by the Blue Light Collaboration Board there were discussions about sharing drones and how effective they might be. It was acknowledged that other fire services are already using this technology and that WFS would embrace new technology and saw a lot of potential. Mention was given to the 999eye smartphone system which allows emergency control rooms to view live footage of an incident.

Resolved

That the Committee considers and comments on the progress of the delivery of the One Organisational Plan 2020 for the period as contained in the report.

6. Inspection of Warwickshire Fire & Rescue Service by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services

Deputy Chief Fire Officer Rob Moyney presented the report to the Committee confirming that the inspection had taken place in July 2018 and the final report was published in December 2018.

There were three areas that the service was judged on; effectiveness, efficiency and people. There were 11 diagnostics within the three areas; Warwickshire Fire and Rescue Service scored 'good' in eight and 'requires improvement' in three. However, the report was largely positive and complementary and some of the areas where the service was recorded as needing improvement were reflected in other fire services nationally.

With reference to the areas identified as needing improvement it was noted by the Committee that work will take place with officers across Warwickshire County Council and not just within the fire service. The 19-point improvement plan will be used not only for the areas of improvement but also for maintaining the areas recorded as 'good'.

The Committee raised concerns that one of the areas recorded as needing improvement was in relation to diversity within the fire service. It was confirmed that this was a key area of focus and that the inspection has highlighted this but it was an area fire officers were already aware of.

Councillor Bob Stevens requested that the recommendation was amended to remove the word "periodically" – it was felt that there needed to be a more structured time frame for monitoring the action plan.

Resolved

That the Committee:

1) Notes the formal inspection report published on 20 December 2018; and

2) Monitors the resultant action plan and related improvements.

7. Integrated Risk Management Plan (IRMP) Task & Finish Group Report

Dave Pemberton, Area Commander presented the report to the Committee which notes progress made by the service against the 2019/20 IRMP. The action plan sets out five key objectives.

It was also noted by the Committee that the plan reflects the changes in risk to the residents of Warwickshire as a result of new developments, changing demographics etc. There are also links to the Warwickshire County Council asset management plan in relation to station locations.

Concerns were raised by the Committee in relation to Single Fire Control. Andy Hickmott, Chief Fire Officer acknowledged that there are still details to be confirmed and that a meeting has been scheduled for March 2019. Single Fire Control is still a credible proposal and the Committee will be kept up to date.

The Chair thanked the fire officers for the presentation and details about the report which responds to the growth of Warwickshire. The Chair confirmed that regular reports will be brought back to the Committee and that all stakeholders will be engaged in the process to ensure full transparency.

Resolved

That the Committee receive and note the work undertaken by the IRMP Task & Finish Group.

8. Urgent Matters

None

9. Any Other Business

The Chair announced that both Andy Hickmott, Chief Fire Office and Rob Moyney, Deputy Chief Fire Officer would be retiring in March 2019 and that this was the last Resources and Fire & Rescue Overview and Scrutiny Committee that they would be attending.

The Chair thanked both officers for all their hard work and dedication to the Fire Service. The work undertaken in supporting both Warwickshire and the Committee were greatly appreciated by officers and elected members on the Committee.

The meeting rose at 3.21p.m.

……..
Chair

Resources and Fire & Rescue Overview and Scrutiny Committee

5 June 2019

Questions to Cabinet Portfolio Holders

Recommendation

That the Resources and Fire & Rescue 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

1.1 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 Portfolio Holder for Customer and Transformation and the Portfolio Holder for Fire and Community Safety may be in attendance at the meeting to answer any questions from the Committee.

1.2 The remit of the Committee covers the following - Fire & Rescue, budget, medium term financial plan, corporate business plan, planning and performance arrangements, finance, property, information technology, facilities management, workforce strategy and development, law and governance, libraries, customer service and communications

1.2 The list was last updated from the Forward Plan on 22 May 2019.

Decision	Description	Date due	Decision Maker
Old Shire Hall – new operating model	Update on new arrangements for the delivery of the catering and beverage services to Old Shire Hall	11 July 2019	Cabinet

Background Papers
None

	Name	Contact Information
Report Author	Helen Barnsley	helenbarnsley@warwickshire.gov.uk
Assistant Director	Sarah Duxbury	sarahduxbury@warwickshire.gov.uk
Strategic Director for Resources	Rob Powell	robpowell@warwickshire.gov.uk
Portfolio Holder	Cllr Kam Kaur Cllr Peter Butlin Cllr Andy Crump	cllrkaur@warwickshire.gov.uk cllrbutlin@warwickshire.gov.uk cllrcrump@warwickshire.gov.uk

Item 4

Resources and Fire & Rescue Overview and Scrutiny Committee

5 June 2019

Work Programme 2019/20

Recommendations

That the Resources and Fire and Rescue Services Overview and Scrutiny Committee:

1) Agrees the updated 2019/20 Work Programme and makes any additional comments or changes, as required; and

2) Notes the scheduled future meeting dates.

1. Work Programme

The updated Work Programme for 2019/20 is attached at Appendix A and will show the committee what items have been considered and what is still outstanding.

2. Briefing Notes

A number of briefing notes have been provided or scheduled to be provided to the committee during 2019/20 as listed in Appendix A.

3. Dates of Future Meetings

Future meetings of the Committee have been scheduled for 2pm on the following dates:

- 26 September 2019
- 18 December 2019
- 25 March 2020

	Name	Contact details
Report Author	Helen Barnsley	helenbarnsley@warwickshire.gov.uk 01926 412323
Assistant Director	Sarah Duxbury	sarahduxbury@warwickshire.gov.uk
Strategic Director for Resources	Rob Powell	robpowell@warwickshire.gov.uk

Resources and Fire & Rescue Overview and Scrutiny Committee **Appendix A**
Work Programme 2019/20 – 5 June 2019

Item	Report detail	Date of next report
Questions to the Portfolio Holders / Forward Plan	Report which includes Forward Plan decisions relevant to the remit of the Committee	* Standing item for every meeting
Capital Programme	Updated briefing note to be provided to the Committee regarding Capital Slippage	*Standing item for every other meeting – ***next due 5 June 2019***
Enabling Services	A report regarding the progress of the broadband rollout across the county. Information will include the delivery targets, issues relating to older technology and other outside considerations	5 June 2019
Customer Services	Warwickshire Switch and Save Scheme - end of year one progress report; Communities and Resources & Fire & Rescue O&S Committee undertake this review jointly.	5 June 2019
Digital Programme	A report relating to the launch of the new County Council website to include customer feedback	5 June 2019
Finance	Treasury Management Outturn 2018/2019	5 June 2019
Performance	One Organisational Plan Quarterly Progress Report Year End and Quarter One	26 September 2019
Library Services	A report to provide an update on the library services including visitor numbers, events and partnership working	26 September 2019
Warwickshire Fire & Rescue	A report in relation to recent fire deaths and the responses from WFRS following the serious case reviews; to include information on the evaluation process and partnership working	26 September 2019

Resources and Fire & Rescue Overview and Scrutiny Committee **Appendix A**
Work Programme 2019/20 – 5 June 2019

Briefing Notes requested

Item	Briefing Note detail	Date requested	Date circulated
Warwickshire Fire & Rescue	Information regarding work being done with the District and Borough Councils following the public enquiry into Grenfell Tower Relevant updates will be provided when appropriate	10 September 2018	**PLEASE NOTE** This will be available once the outcome of the official Grenfell enquiry is known – expected in 2022

Item 5

Resources, Fire & Rescue Overview & Scrutiny

5 June 2019

Coventry, Solihull & Warwickshire Superfast Broadband Project

Recommendation

That the Resources and Fire & Rescue Overview and Scrutiny Committee consider and comment upon the good progress that the Coventry, Solihull and Warwickshire (CSW) Superfast project is making to extend Superfast connectivity across the sub-region.

1 Background

1.1 The BDUK Superfast programme in progress at present will be completed by June 2020 and will deliver Superfast connectivity to 98% of the premises (businesses and residential) within Warwickshire. Nationally the connectivity will reach 96% in the same period. Superfast connectivity is specified as 24Mbs. This is a mixture of older copper technology, Fibre to the Cabinet (FTTC) and the newer, since 2017, fibre technology, Fibre to the premise (FTTP).

1.2 The government has set an aspiration to extend fibre connectivity to all premises across the UK by 2030. Fibre connectivity can provide connectivity speeds from 80Mbs up to 1Gigabit. This will increase the available speeds which consumers and businesses will need into the next decade and beyond. Fibre is necessary and is the only deployment type we are now running.

1.3 CSW has successfully secured £5.7m of government funding to extend the fibre network to a range of Public Sector Buildings across Warwickshire, as part of the Local Full Fibre Network Programme (LFFN). This is now in procurement and it is anticipated that contracts can be completed by June 2019. Deployment will need to be completed by December 2020 for financial closure by March 2021.

1.4 CSW have developed a website for Officers, Members and MP's to securely access detailed information relating to deployment for the programmes across the CSW region. This will allow parties to view all information on a constituency, ward or local body basis and easily show the works planned, delivered, awaiting delivery and presently out of scope for each area. **Appendix B** provides exemplar screenshots and a short demonstration of the tool will follow the report presentation and questions.

1.5 UK planning law does not mandate that broadband services are treated like a utility, gas, mains water or electricity. Developers are not obliged to discuss development or builds with telecommunications providers and this creates issues for CSW where developments are built without Superfast connectivity and parish and local bodies then ask CSW to intervene and look into funding the new connections. In these instances, the new connections are treated without priority over existing planned works and fall to the back of our priority list on the basis that existing planned funded works need to complete before additional works can take place.

1.6 One final issue in the Contract 2 and Contract 3 works is that a number of suppliers who had previously stated they would commercially provide Superfast coverage in the region have now pulled out of works for financial reasons. This creates a problem for CSW as we are precluded from intervening in areas when companies declare they will install Superfast broadband owing to State Aid regulations.

1.7 Once a company decides it will not provide coverage, the net effect is that CSW inherits what were previously covered areas and has to re-plan deployments accordingly to try to resolve these commercial supply issues. Like new developments these inherited requirements are treated without priority over existing planned works and fall to the back of our priority list on the basis that existing planned funded works need to complete before additional works can take place.

2 Future Steps

2.1 CSW will receive, at least, £5m additional Gainshare funding from Contracts 1 and 2 of the Superfast project. This is because the percentage take up of subscribers has greatly exceeded Openreach's estimates in the contracts and we receive a share in the extra take up funds over Openreach's contracted estimate. £2m will be available in 2020/2021, a further £2m will be available in 2022/2023 and, at least, a further £2.1m will be available in 2024/2025.

2.2 This Gainshare funding summary is detailed in **Appendix A**.

2.3 Gainshare funding can only be used in two ways:

- 100% used for further investment in the deployment of additional connectivity.

- Retain the returned funds for ten years after the contract end date and then split the funding 50:50 with the Government. The 50% local share could then be apportioned across the partners in proportion to their original investment for use to support budgets more generally.

2.4 The long timescales for the second option (extending to 2035) means there is an incentive, built into the process, to use 100% of the Gainshare funding strategically over the next five years to procure wider coverage of fibre connectivity across Warwickshire to deliver connectivity that will be needed for business and domestic use in the future.

2.5 The County Council has the opportunity to negotiate further with the Government's BDUK team to seek additional funding for the extension of the Fibre network and to combine that funding strategically to cover the remaining areas with the Gainshare funding explained above. Future plans will be taken through appropriate governance processes once sufficiently scoped and subject to acceptable business cases. Any future extensions would be added to the LFFN programme or the Government's new RGC initiative (Rural Gigabit Connectivity programme) which seeks to build fibre networks in the most difficult of rural areas.

2.6 CSW will be liaising with district and borough council planning authorities regarding the approach to provision of broadband services in terms of ensuring planning applications include Broadband connectivity considerations where possible.

3 Financial Implications

3.1 Up to £5 million additional funding will be received by the partnership over the next five years as a result of take-up being greater than 50%. The conditions attached to the receipt of this funding strongly incentivise reinvesting the funding is extending/improving coverage further. However, the Gainshare funding does provide the opportunity to fund further applications for investment in superfast broadband/extensions to the fibre network without the need to set aside County Council resources.

3.2 Cabinet and Corporate Board members were asked to agree how the Gainshare funding should be used post the formal cabinet meeting on 16th May 2019. Richard Hopkins, CSW, was asked to make a brief presentation, proposal and answer questions at the request of the Leader to this group.

4.0 Background Papers

None.

Name		Contact Info
Report Author	Richard Hopkins	richardhopkins@warwicksshire.gov.uk tel: 01926 418080
Assistant Director	Craig Cusack	Enabling Services craigcusack@warwickshire.gov.uk tel: 01926 418141
Strategic Director for Resources	Rob Powell	Resources robpowell@warwickshire.gov.uk tel: 01926 412564
Portfolio Holder	Cllr Kam Kaur	kamkaur@warwickshrie.gov.uk

The report was circulated to the following members prior to publication:

Local Member(s):
Other members:

Appendix A

Coventry, Solihull & Warwickshire Superfast Broadband Project

Purpose

The purpose of this appendix is to provide background information of the CSW project and Gainshare, and to provide a summary of progress to date over the contracts completed and in progress.

1.0 Contract 1: Partners: All local bodies except Coventry.

1.1 CSW has already successfully procured and completed Contract 1 which ran from 2013 – 2016 with a total public investment of £8.9m.

1.2 At the completion of Contract 1, Superfast Broadband coverage across Warwickshire was 90.4%.

1.3 Following financial closure of Contract 1 CSW forecast an underspend of £2.2m which was reinvested in Contract 2.

1.4 Take-up of Superfast services from CSW deployed structures now exceeds 50%.

1.5 CSW has already received a 'Return on Investment', by means of a Gainshare allocation of £1.63m, used in re-investment in the Contract 2 and 3 programmes.

2.0 Contract 2: Partners: All local bodies except Coventry

2.1 CSW also successfully procured Contract 2 which was signed on 30th January 2014 and is now in the final stages of deployment. The total public funding for Contract 2 is £10.2m.

2.2 Deployment will be completed in May 2019.

2.3 At the completion of Contract 2, Superfast Broadband coverage across Warwickshire will exceed 95%.

2.4 Take-up of Superfast services from CSW deployed structures in Contract 2 has also exceeded expectations and is also above 50%. CSW understands that the take-up figures for Contract 2 puts CSW in the top three Local Bodies, out of 48 Local Bodies running the BDUK programme nationally. This is evidence of a very successful Demand Stimulation programme managed by the CSW project team.

2.5 CSW expects a further 'Return on Investment' Gainshare allocation for Contract 1 and Contract 2 take-up. CSW forecasts this to be above £5m for re-investment over the period of the contract to 2026.

3.0 Contract 3: Partners: All local bodies plus Coventry

3.1 CSW has now successfully procured Contract 3 which was signed in December 2017. The total public funding for Contract 3 is £15m, including £2m of ERDF funding and £1m of Coventry & Warwickshire LEP funding.

3.2 Contract 3 deployment began in September 2018, and will run alongside the final stages of Contract 2.

3.3 Completion of Contract 3 is forecast for June 2020 owing to BDUK changes and contractual early deliveries from Contract 2.

3.4 Financial closure of Contract 3 is expected to be completed by December 2020.

3.5 At the completion of Contract 3, Superfast coverage across Warwickshire is predicted to be above 98%.

3.6 CFP Vouchers (Community Fibre Partnerships) have been slow to take off across the region despite active marketing by CSW during Contract 2 and Contract 3 deployments. These offer residents and businesses the opportunity to engage with approved suppliers to combine government funded vouchers (£2500 per business and £500 per residence) to assist in completing a deployment (generally) in difficult to reach areas or areas which are stated as 'awaiting funding'. We are actively trying to use these schemes to assist in areas where value for money installations are proving commercially difficult for suppliers to engage in.

4.0 Local Full Fibre Network (LFFN) Partners: WCC & SMBC Only

4.1 The government now considers a Local Full Fibre Network as the future and has launched the LFFN programme to increase the availability of a Full Fibre Network direct to premises. Full Fibre will deliver available speeds for consumers and business of up to 1 Gigabit.

4.2 The LFFN Programme details a specific delivery mode which involves the Public Sector Building Upgrade (PSBU) approach. The mode of delivery involves the use of government funding to take a Fibre connection from the network spine direct to the Public Sector Building. For instance, CSW will identify a Public Building (such as a school) situated in a community which is presently without any access to the Fibre network. A Fibre is run into the building, enabling connection up to Gigabit speeds. The fact that there is now fibre available (in the ground) means that other premises within the community should be able to order a Full Fibre service from ISP suppliers. Additionally, where fibre is available then 4 & 5G suppliers will be able to utilise the same fibre for mobile communications.

4.3 CSW submitted an application for funding on 26th January 2018. This submission was successful and has secured a further £5.7m for LFFN investment within Solihull and Warwickshire.

4.4 The funding available from the LFFN programme did not require matched funding (unlike the BDUK programme). However, to further enhance the submission WCC agreed to invest £200,000 to support the delivery of Fibre connectivity to Warwickshire Schools.

4.5 The CSW submission for LFFN funding specifies a total of 320 Public Sector buildings. These include schools, Fire & Rescue buildings and other Public Sector Buildings presently without a secure Fibre Connection.

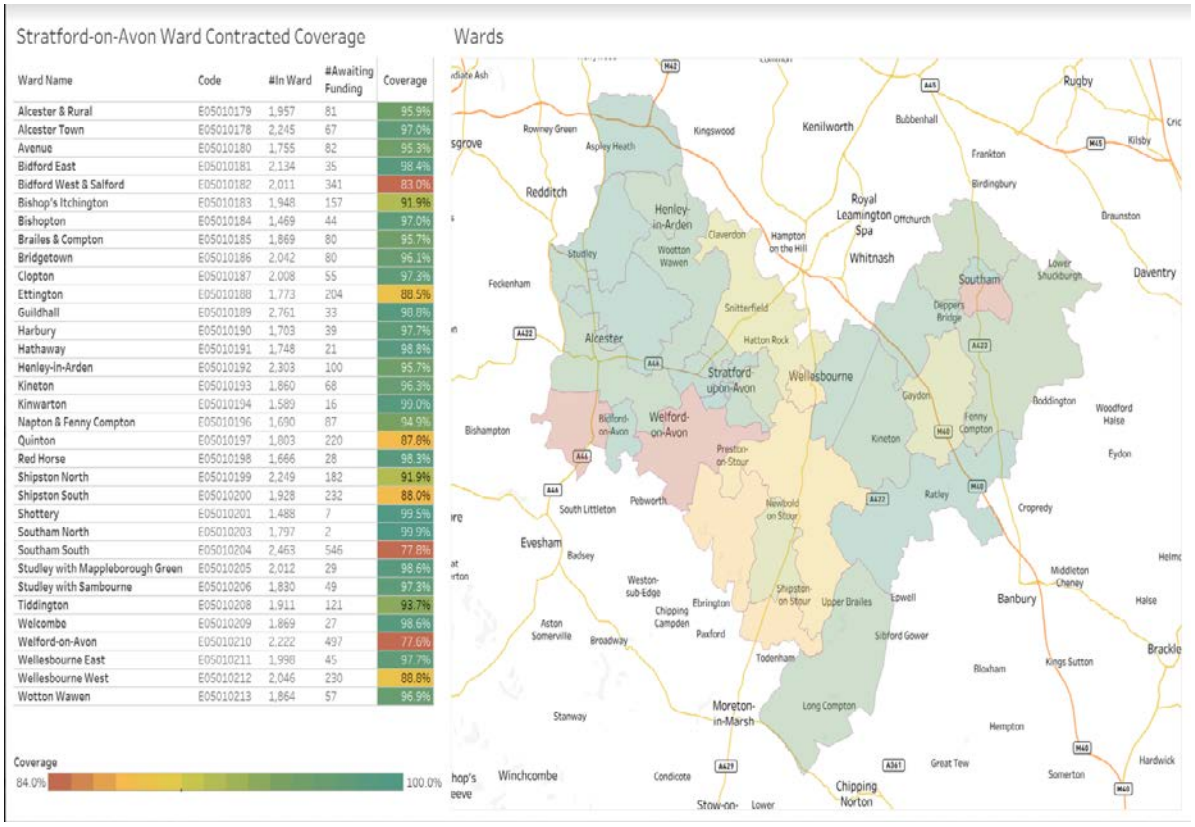
4.6 The Fibre deployed under LFFN will also form the cornerstone of assisting 5G deployments around the region.

4.7 The £200,000 investment by WCC will be used to provide support to schools, ensuring these schools can fully utilise the increased performance of the connectivity provided by the new Gigabit Fibre. For instance, this would allow an ICT advisor to work with the teachers, and pupils, to enhance their computing competence and confidence. This will include access to comprehensive safeguarding training. The school can also act as a hub for the community and provide computing and safeguarding training for residents within the community.

Appendix B

CSW Data Analysis Example Screenshots – a demo will be given during the meeting

Data analysis is available to users by Constituency, Ward or Local Body breakdown e.g.



Stratford-on-Avon Ward Contracted Coverage

Ward Name	Code	#In Ward	#Awaiting Funding	Coverage
Alcester & Rural	E05010179	1,957	81	95.9%
Alcester Town	E05010178	2,245	67	97.0%
Avenue	E05010180	1,755	82	95.3%
Bidford East	E05010181	2,134	35	98.4%
Bidford West & Salford	E05010182	2,011	341	83.0%
Bishop's Itchington	E05010183	1,948	157	91.9%
Bishopton	E05010184	1,469	44	97.0%
Brailes & Compton	E05010185	1,869	80	95.7%
Bridgetown	E05010186	2,042	80	96.1%
Clopton	E05010187	2,008	55	97.3%
Ettington	E05010188	1,773	204	88.5%
Guildhall	E05010189	2,761	33	98.8%
Harbury	E05010190	1,703	39	97.7%
Hathaway	E05010191	1,748	21	98.8%
Henley-in-Arden	E05010192	2,303	100	95.7%
Kineton	E05010193	1,860	68	96.3%
Kinwarton	E05010194	1,589	16	99.0%
Napton & Fenny Compton	E05010196	1,690	87	94.9%
Quinton	E05010197	1,803	220	87.8%
Red Horse	E05010198	1,666	28	98.3%
Shipston North	E05010199	2,249	182	91.9%
Shipston South	E05010200	1,928	232	88.0%
Shottery	E05010201	1,488	7	99.5%
Southam North	E05010203	1,797	2	99.9%
Southam South	E05010204	2,463	546	77.8%
Studley with Mappleborough Green	E05010205	2,012	29	98.6%
Studley with Sambourne	E05010206	1,830	49	97.3%
Tiddington	E05010208	1,911	121	93.7%
Welcombe	E05010209	1,869	27	98.6%
Welford-on-Avon	E05010210	2,222	497	77.6%
Wellesbourne East	E05010211	1,998	45	97.7%
Wellesbourne West	E05010212	2,046	230	88.8%
Wotton Wawen	E05010213	1,864	57	96.9%

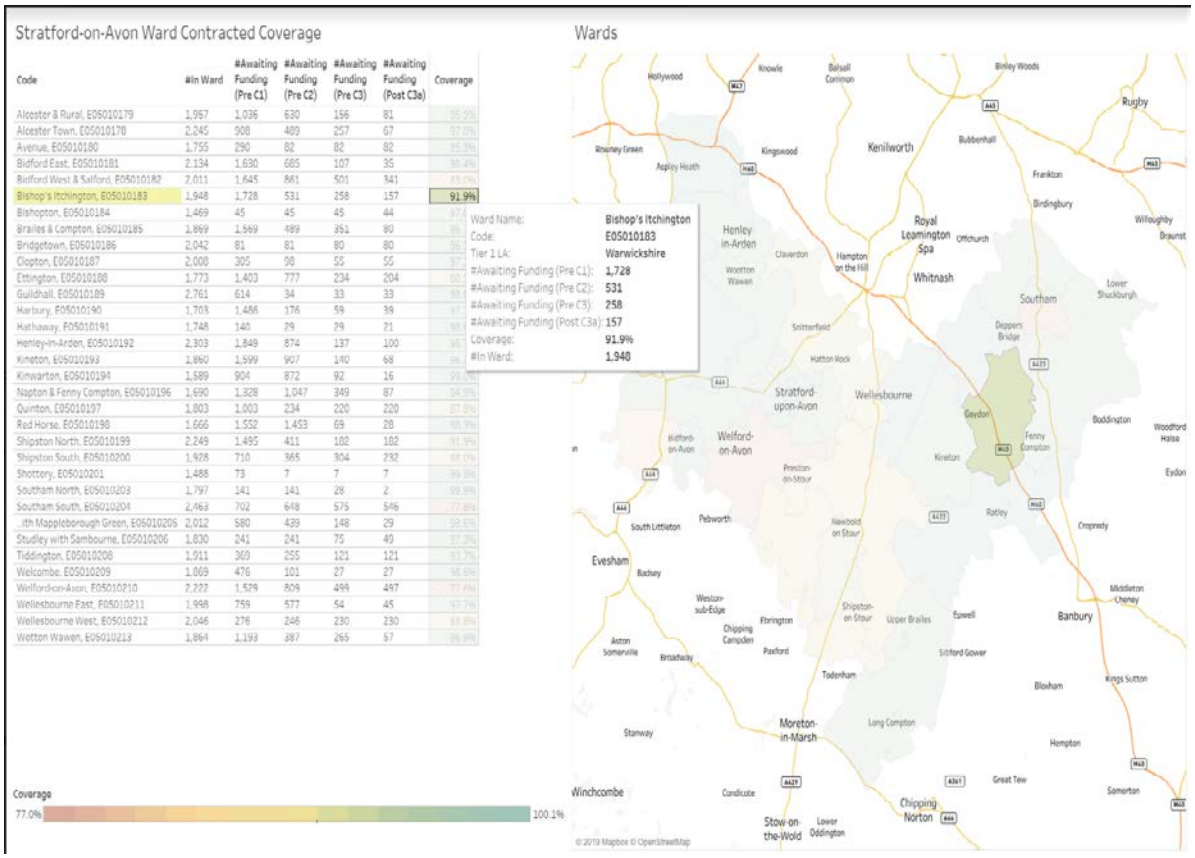
Coverage 84.0% 100.0%

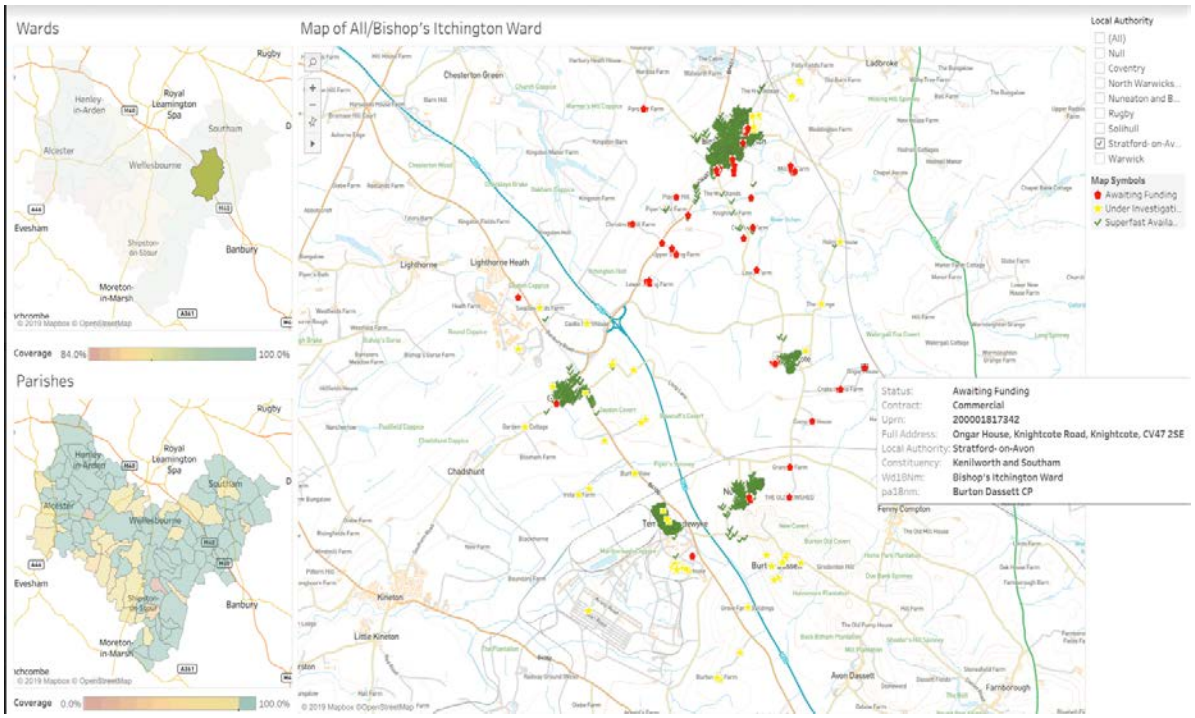
The above shows Contract 1, 2, 3 & LFFN status by the selected areas with live information about connected premises.

It is built to clearly demonstrate works and investments to date but also show the areas needed further investment and planning/deployment.

Each area can be drilled down for breakdowns in total or by contract.

CSW will be arranging 1-2-1 sessions with interested parties to view this data and will roll this out in the coming quarter.


Stratford-on-Avon Ward Contracted Coverage
Code | #In Ward | #Awaiting Funding (Pre C1) | #Awaiting Funding (Pre C2) | #Awaiting Funding (Pre C3) | #Awaiting Funding (Post C3a) | Coverage
Alcester & Rural, E05010179 | 1,957 | 1,036 | 630 | 156 | 81 | 95.9%
Alcester Town, E05010178 | 2,245 | 908 | 489 | 257 | 67 | 97.0%
Avenue, E05010180 | 1,755 | 290 | 82 | 82 | 82 | 95.3%
Bidford East, E05010181 | 2,134 | 1,630 | 685 | 107 | 35 | 98.4%
Bidford West & Salford, E05010182 | 2,011 | 1,645 | 861 | 501 | 341 | 83.0%
Bishop's Itchington, E05010183 | 1,948 | 1,728 | 531 | 258 | 157 | 91.9%
Bishopton, E05010184 | 1,469 | 45 | 45 | 45 | 44 | 97.0%
Brailes & Compton, E05010185 | 1,869 | 1,569 | 489 | 351 | 80 | 95.7%
Bridgetown, E05010186 | 2,042 | 81 | 81 | 80 | 80 | 96.1%
Clopton, E05010187 | 2,008 | 305 | 98 | 55 | 55 | 97.3%
Ettington, E05010188 | 1,773 | 1,403 | 777 | 234 | 204 | 88.5%
Guildhall, E05010189 | 2,761 | 614 | 34 | 33 | 33 | 98.8%
Harbury, E05010190 | 1,703 | 1,486 | 176 | 59 | 39 | 97.7%
Hathaway, E05010191 | 1,748 | 146 | 29 | 29 | 21 | 98.8%
Henley-in-Arden, E05010192 | 2,303 | 1,849 | 874 | 137 | 100 | 95.7%
Kineton, E05010193 | 1,860 | 1,599 | 907 | 140 | 68 | 96.3%
Kinwarton, E05010194 | 1,589 | 904 | 872 | 92 | 16 | 98.0%
Napton & Fenny Compton, E05010196 | 1,690 | 1,328 | 1,047 | 349 | 87 | 94.9%
Quinton, E05010197 | 1,803 | 1,003 | 234 | 220 | 220 | 87.8%
Red Horse, E05010198 | 1,666 | 1,552 | 1,453 | 69 | 28 | 98.3%
Shipston North, E05010199 | 2,249 | 1,495 | 411 | 182 | 102 | 91.9%
Shipston South, E05010200 | 1,928 | 710 | 365 | 304 | 232 | 88.0%
Shottery, E05010201 | 1,488 | 73 | 7 | 7 | 7 | 99.5%
Southam North, E05010203 | 1,797 | 141 | 141 | 28 | 2 | 99.9%
Southam South, E05010204 | 2,463 | 702 | 648 | 575 | 546 | 77.8%
...ith Mappleborough Green, E05010205 | 2,012 | 580 | 439 | 148 | 29 | 99.6%
Studley with Sambourne, E05010206 | 1,830 | 241 | 241 | 75 | 49 | 97.3%
Tiddington, E05010208 | 1,911 | 360 | 255 | 121 | 121 | 93.7%
Welcombe, E05010209 | 1,869 | 476 | 101 | 27 | 27 | 98.6%
Welford-on-Avon, E05010210 | 2,222 | 1,529 | 809 | 499 | 497 | 77.6%
Wellesbourne East, E05010211 | 1,998 | 759 | 577 | 54 | 45 | 97.7%
Wellesbourne West, E05010212 | 2,046 | 276 | 246 | 230 | 230 | 88.8%
Wotton Wawen, E05010213 | 1,864 | 1,193 | 387 | 269 | 57 | 96.9%
Coverage
77.0%
100.1%
Wards
Ward Name: Bishop's Itchington
Code: E05010183
Tier 1 LA: Warwickshire
#Awaiting Funding (Pre C1): 1,728
#Awaiting Funding (Pre C2): 531
#Awaiting Funding (Pre C3): 258
#Awaiting Funding (Post C3a): 157
Coverage: 91.9%
#In Ward: 1,948
Hollywood
Knowle
Balsall Common
Binley Woods
Rugby
Kenilworth
Bubbenhall
Rowley Green
Kingswood
Aspley Heath
Frankton
Birdingbury
Willoughby
Braunst
Henley-in-Arden
Claverdon
Hampton on the Hill
Royal Leamington Spa
Offchurch
Whitnash
Lower Shuckburgh
Southam
Snitterfield
Deppers Bridge
Hatton Rock
Stratford-upon-Avon
Wellesbourne
Gaydon
Boddington
Woodford Halse
Eydon
Bidford-on-Avon
Welford-on-Avon
Preston-on-Stour
Kineton
Fenny Compton
Pebworth
South Littleton
Newbold on Stour
Ratley
Cropredy
Evesham
Bidford
Middleton Cheney
Weston-sub-Edge
Chipping Campden
Ettington
Shipston-on-Stour
Upper Brailes
Eyewell
Banbury
Aston Somerville
Broadway
Paxford
Sibford Gower
Todenham
Kings Sutton
Bloxham
Stanway
Moreton-in-Marsh
Long Compton
Hempton
Winchcombe
Condicote
Great Tew
Somerton
Chipping Norton
Stow-on-the-Wold
Lower Oddington
© 2019 Mapbox © OpenStreetMap


Wards
Rugby
Henley-in-Arden
Royal Leamington Spa
Southam
Alcester
Wellesbourne
Evesham
Shipston-on-Stour
Banbury
Moreton-in-Marsh
Coverage 84.0% 100.0%
Parishes
Coverage 0.0% 100.0%
Map of All/Bishop's Itchington Ward
Chesterton Green
Ladbroke
Lighthorne
Lighthorne Heath
Chadshunt
Kineton
Little Kineton
Burton Dassett
Avon Dassett
Farnborough
Ferny Compton
Local Authority
(All)
Null
Coventry
North Warwicks...
Nuneaton and B...
Rugby
Solihull
Stratford-on-Av...
Warwick
Map Symbols
Awaiting Funding
Under Investigati...
Superfast Availa...
Status: Awaiting Funding
Contract: Commercial
Uprn: 200001817342
Full Address: Ongar House, Knightcote Road, Knightcote, CV47 2SE
Local Authority: Stratford-on-Avon
Constituency: Kenilworth and Southam
Wd18Nm: Bishop's Itchington Ward
pa18nm: Burton Dassett CP

Item 6

Resources and Fire & Rescue Overview and Scrutiny Committee

5 June 2019

Update on the launch of the new Warwickshire.gov.uk website

Recommendation

That the Overview and Scrutiny Committee considers and comments on the delivery of the new warwickshire.gov.uk website.

1.0 Key Issues

1.1 As part of the Digital by Design programme, a review of the main Warwickshire.gov.uk website was conducted in January 2018 by Fluent Interaction. Top customer tasks were tested to identify issues that affected both the specific service being tested and the overall website customer experience.

1.2 Evidence from the user experience testing was used to create and test a new visual design for the website. Five different designs were tested, with customers asked for their views. The final design resolved the issues identified from initial consultation and testing.

1.3 Consultation was carried out on a new navigation structure for the site. Customers were asked to group council services into categories, which were then tested to ensure services would follow a structure that followed customer expectations rather than the organisation structure. A total of 1,200 responses were received and tests completed.

1.4 A review of all website content was also undertaken. Content was removed if it was out of date, did not directly meet a customer demand, or duplicated content on other websites. All content was re-written to meet the new writing style and standards, ensuring it was easy to understand, directly answered customer queries, and used a single voice across our services.

1.5 New governance was introduced to manage content. The Digital Standards Working Group ensures editorial control, alignment with council priorities, and adherence to standards. Creating and editing web content is now performed by a central team with expertise in designing online services and content.

2.0 Website launch

2.1 Phase 1 of the website project was delivered on 23rd January 2019. This included the launch of the new design and site structure, and the review, re-write and publishing of half of priority content pages. The new design was applied to the top twelve online systems.

2.2 Phase 2 of the website project was delivered on 28th March. This included the review, re-write and publishing of all remaining content, the complete move over to the new Jadu website platform, and the roll out of the design to remaining online systems.

2.3 Between 29th March and 30th April, work was carried out to rectify any issues resulting from the launch of Phase 2, such as broken links.

3.0 Improvements for customers

3.1 All content on the site is now focused on the needs of our customers. The use of Google for the site search and a structure built through extensive consultation with visitors makes it easier for visitors to find what they need. Removing unnecessary pages reduces the risk of visitors viewing the wrong page.

3.2 Content is easier to understand, with technical phrases being removed or replaced. It uses a single, consistent voice that reinforces the impression of the council as a single organisation.

3.3 The quality of the content is now higher. The SiteImprove website quality assurance tool checks websites for quality issues and returns a quality score out of 100. The old site scored 88.8, while the new site is currently scored at 98.9. The industry benchmark for government sites is 84.6.

3.4 The experience for visitors using mobile and tablet devices has improved. While the old site worked with mobiles, some pages had issues which resulted in a sub-optimal experience. For example, pages were slow to load on mobiles, and some page designs forced visitors to zoom in to see content clearly. The design for the new site has taken mobile and tablet experience into account from the start, and every page now provides an improved mobile experience. This has been applied to various other systems that make up the website, such as CMIS.

3.5 The accessibility of the site for visitors with disabilities has improved. Accessibility considerations were included from the start, and we consulted with Warwickshire Vision throughout the design process. The site now compliant with EU Accessibility Directive, Equalities Act 2010, and NHS Accessible Information Standard.

3.6 The time it takes for a page to load has improved by 2.3 seconds on average, which is 52% faster than the old site. There is strong evidence to link faster page load speeds with customer satisfaction. Walmart and Amazon both observed a 1% increase in earnings for every 0.1s of improved webpage speed.

Research by Shopify suggests that:

"47% of consumers expect to wait no longer than two seconds for a web page to load. After that, consumer tolerance wears and 40% of visitors will abandon a web page if it doesn't load in less than three seconds".

4.0 Customer feedback

4.1 Since the launch of Phase 2 in March, the site has seen an increase in traffic compared to the same period in 2018. There has been a 12.64% increase in users (visitors) and a 17.78% increase in sessions (visits).

4.2 A form at the bottom of each web page allows visitors to provide feedback on their experience and any report issues. Visitors can leave a positive, average or negative comment. The nature of the feedback mechanism inevitably means it is mainly used by customers to report problems and poor experiences. This level of negative feedback has reduced from 78.0% to 62.5% since the launch of the new site.

4.4 All comments left through the feedback form are reviewed and improvements made to the site if at all possible. Comments from customers include:

- "The new homepage has better options that are clearer and bigger to find compared to the smaller icons on the old homepage."
- "The specific part about reporting problems is a lot more helpful than what it was previously."
- "It is much easier to find more in-depth sections of categories such as finding councillors."
- "The search function could be better when you misspell a word, it doesn't retrieve any results, but will give you a suggestion of the word it thinks you're trying to search for - could these suggested results show for slightly misspelled searches?"
- "Looks good easy to read, clear and concise, great improvement. Well done to the team."

4.5 Website statistics are recorded and used to inform improvements to the site. For example, the order of links on navigation pages will be changed to list the most popular pages higher up, based on these statistics.

4.6 The site is monitored for readability and quality issues, and these are fixed as soon as they are identified. This ensures pages are still high quality, with no broken links, misspellings or issues that prevent visitors with disabilities accessing them. Content continues to be easy to read and understand, ensuring a high level of service to our visitors.

5.0 Timescales and next steps

5.1 The new site was designed and developed to recognised accessibility standards. This will be independently assessed by October 2019, with any fixes in place by December 2019.

5.2 The new website has functionality to run mini-sites, such as campaign websites, alongside the main warwickshire.gov.uk site. The Council's current 45 mini-sites are currently being reviewed and will be transferred to the new platform. This will ensure all sites adhere to the same high standards for accessibility, security, content and user experience as the main warwickshire.gov.uk site. In some instances, mini-sites will be closed down with no transfer. Work on this is due to be completed in April 2020.

5.3 The new site will support various corporate priorities, such as the prevention and early intervention programme.

5.4 An ongoing programme of user testing will be implemented to determine issues with individual online services visitor and identify new functionality that will further enhance the customer online experience.

6.0 Financial Implications

There are no financial implications from the report itself. The new platform and website will provide the capacity for digital solutions for much of our customer contact in the future and provides the potential to deliver both an improved customer experience and deliver efficiency savings.

7.0 Background Papers

None

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The report was circulated to the following members prior to publication:

Local Member(s):
Other members:

Item 7

Resources and Fire & Rescue Overview and Scrutiny Committee

Wednesday, 5 June 2019

Delivery of the Warwickshire Energy Plan: Establishing a Collective Fuel Switching Scheme - Warwickshire Switch and Save (WSS) End of Year One Progress Report

Recommendation(s)

1. The Committee recommends to Cabinet that:
   a. Following the initial two year funded trial period, the Warwickshire Switch and Save Scheme continues for a further period, provided that the continuance of the Scheme is on a self-funded basis at no cost to the Council other than staff time.
   b. Annual referral fee income from year two to be allocated towards the costs of delivering a marketing and promotional campaign in year three for up to three reverse auctions.
   c. If sufficient referral fee income is achieved to cover costs to the Council, the WSS Scheme to continue whilst sustainable.

1.0 Key Issues and Outcomes

1.1 The project is on track to deliver benefits to households in Warwickshire including savings, within agreed time-scales and on budget.

1.2 Since Cabinet approved a two year trial of 'Warwickshire Switch and Save' (WSS) in January 2018, concentrated efforts in a range of activities have succeeded in engaging householders across the county. The increasing level of interest generated over the first year has ensured successful delivery and maximum support from partners, with all targets set in the Outline Business Case being met or exceeded.

1.3 Available data has been used to target specific groups of people most in need of support in addressing fuel poverty such as those in receipt of the Warm Home Discount and those on the supplier Priority Services Register.

1.4 WCC worked with Coventry City Council to establish the branding of 'Warwickshire Switch and Save'. WCC has worked with Public Health, the Warm and Well in Warwickshire Partnership, county libraries, community forums, the Family Information Service (FIS), community centres and the Borough and District Councils to promote WSS to residents.

1.5 Direct mail to residents has been the most successful method of householder engagement.

1.6 Building on year one achievements in the first three auctions, auctions four to six in year two are scheduled to be completed by February 2020. Further promotion of WSS would allow additional targeting of households in fuel poverty and in areas of deprivation, supporting the most vulnerable in society.

1.7 Net referral fee income is gradually increasing, but not yet covering delivery costs. Further collaboration with existing and new partners should increase

uptake and may reduce the required marketing and communications budget so that referral fee income can eventually cover all costs.

1.8 Target ranges set for: % of households registering to switch; Number of households registering to switch; % registering going on to switch fuel supplier; Number registering going on to switch fuel supplier; Number of switched fuel supplies and Gross referral fee income have all been achieved at the end of year one. The campaign has been delivered within budget. See Appendix 1 for full details.

1.9 Estimated annual savings per switched registrant and in total savings are shown in the table below. Campaign costs per switched fuel supply are gradually reducing for each auction as the number of registrations and switchers increases. Vulnerable householders are being reached, reducing levels of fuel poverty.

Item	Actual achieved at end of year one
Annual average savings per switched registrant	£159
Total annual average savings for all switched residents	£199,486
Cost of (marketing and communications) promotional campaign per switched fuel supply	Auction 1: £79 Auction 2: £53 Auction 3: £3.60 Average: £13
Number of registrants in receipt of Warm Home Discount	191
Number of registrants on the suppliers Priority Services Register[1].	557

2.0 Options and Proposal

2.1 The promotional campaign for Auction 4 is underway. A further two reverse auctions are to be delivered this financial year with existing funding.

2.2 The referral fee income from year two could contribute to the costs of delivering up to three reverse auctions for WSS in year three.

3.0 Financial Implications

3.1 In January 2018 Cabinet resolved that a collective fuel switching scheme be established for an initial two year trial period using up to £55k p.a. of the Warwickshire Energy Plan monies. Year one cost was £46,951. Year two has £39k allocated to it.

3.2 The communications and marketing campaign aimed at reaching as many households as possible for each reverse auction. For each registered account WCC receives a referral fee as income from iChoosr to partially offset implementation costs.

[1] The Priority Services Register (PSR) is a free service provided by suppliers and network operators to customers in need such as those who are of pensionable age, are disabled or chronically sick, have a long-term medical condition, have a hearing or visual impairment or additional communication needs or who are in a vulnerable situation. Each energy supplier and network operator maintains its own register.

3.3 The additional staff resource required for year one has come through arranging a limited amount of overtime for an existing part time member of staff during the set up phase at a total cost of £168. This is not required for year two.

3.4 Year two and any subsequent years will be delivered by staff in the WCC Energy Team.

3.5 There are no capital requirements for WSS.

4.0 Timescales associated with the decision and next steps

4.1 The official launch of WSS was on 10th April 2018. In the first year, three promotional campaigns and reverse auctions were held in May 2018, October 2018 and February 2019. Each campaign starts ten weeks before the auction and continues for six weeks post auction.

4.2 In the second year, three promotional campaigns and reverse auctions will be held in May 2019, October 2019 and February 2020.

4.3 IChoosr required WCC to confirm interest in taking part in auction 4 (May 2019) by 11th March 2019. Auction 4 was launched on 2nd April.

5.0 Background papers

5.1 *Delivery of the Warwickshire Energy Plan – generation of income from energy projects*, Cabinet Report, 24/01/2017

5.2 *Delivery of the Warwickshire Energy Plan; establishing a collective fuel switching scheme*, Cabinet Report, 25/1/2018

5.3 The 'Warwickshire Switch and Save' (WSS) Scheme is delivered in partnership with iChoosr. WSS underpins the OOP2020 aim of 'supporting Warwickshire's communities and individuals to be supported so they are safe, healthy and independent'.

5.4 WSS also helps deliver on the Warwickshire Energy Plan policy area 3: 'Taking people out of fuel poverty and improving their health and wellbeing'.

	Name	**Contact Information**
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Assistant Director	Craig Cusack	
Strategic Director	Rob Powell	
Portfolio Holder	Peter Butlin and Kam Kaur	

The report was circulated to the following members prior to publication:

Local Member(s):
Other members:

Appendix 1 – Outcomes for year one

	Original Business Case in Jan 2018 Cabinet Report	Updated Business case- March 2019[2]	Cumulative totals for Auction one, two and three.
Number of households in Warwickshire (a)	**231,000**	**248,080**	*248,080*
Range- Number households registering an interest (b)	**4,620 to 13,860**	**4,962 to 14,885**	*5,412*
Range- % of households registering an interest (b/a)	**2%-6%**		*2.2%*
Number households registering an interest successfully completing registration by providing all the required information(c)	N/A		*4,919*
Range- Number of households successfully completing registrations and accepting their offers (d)	**231 to 4,158**	**248 to 4,465**	*1,453*
Range- % households registering an interest and successfully completing registration by providing all required information (iChoosr switch rate) (d/c)	**5% to 30%**		*29.5%*
Range- Number of fuel supplies switched (e)	*416 to 7,484*	*447 to 8,038*	*2,601*
Fuel supply contracts per customer (e/d)	**1.8**		*1.8*
Revenue per switched fuel supply contract (g)	**£5.50**		£5.50
Gross Referral fee Income per switched fuel supply (h)	**£2,287 to £41,164**	**£2,456 to £44,208**	*£14,306*
Minus cost of paper based switches (i)	N/A	N/A	*£752*
Net referral fee income (j= h-i)	N/A	N/A	*£13,554*
Gross actual spend by WCC Energy Team (k)	N/A	N/A	*£46,951*
Net spend by WCC Energy Team l=(k-j)	N/A	N/A	*£33,397*
Estimated average savings per switched registrant (m)	N/A	N/A	*£159*
Total estimated annual savings for all switched registrants (m*d)	N/A	N/A	*£199,486*
Cost of campaign per switched fuel supply (l/e)	N/A	N/A	*£13*

[2] to account for increase in numbers of households built in Warwickshire since OBC produced

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