AGENDA

General Overview & Scrutiny Committee

Date: **Monday 8 April 2013**

Time: **10.00 am**

Place: **The Council Chamber, Brockington, 35 Hafod Road, Hereford**

Notes: Please note the **time, date** and **venue** of the meeting.

For any further information please contact:

Paul James, Governance Services
Tel: 01432 260460
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If you would like help to understand this document, or would like it in another format or language, please call Paul James, Governance Services on 01432 260460 or e-mail pjames@herefordshire.gov.uk in advance of the meeting.

Agenda for the Meeting of the General Overview & Scrutiny Committee

Membership

Chairman	**Councillor A Seldon**	
Vice-Chairman	**Councillor EPJ Harvey**	
	Councillor EMK Chave	
	Councillor BA Durkin	
	Councillor DW Greenow	
	Councillor EPJ Harvey	
	Councillor JW Hope MBE	
	Councillor RC Hunt	
	Councillor TM James	
	Councillor Brig P Jones CBE	
	Councillor RL Mayo	
	Councillor R Preece	
	Councillor GR Swinford	
	Councillor DB Wilcox	
Voting Co-optees (for education matters only)	**Mr P Burbidge**	Roman Catholic Church
	Miss E Lowenstein	Secondary School Governor
	Mr T Plumer	Primary School Parent Governors
	Mr P Sell	Church of England

AGENDA

1.   APOLOGIES FOR ABSENCE

To receive apologies for absence.

2.   NAMED SUBSTITUTES (IF ANY)

To receive details of Members nominated to attend the meeting in place of a Member of the Committee.

3.   DECLARATIONS OF INTEREST

To receive any declarations of interest by Members in respect of items on the Agenda.

4.   MINUTES

To approve and sign the minutes of the meeting held on 4 March 2013.

5.   SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY

To consider suggestions from members of the public on issues the Committee could scrutinise in the future.

(There will be no discussion of the issue at the time when the matter is raised. Consideration will be given to whether it should form part of the Committee's work programme when compared with other competing priorities.)

6.   QUESTIONS FROM THE PUBLIC

To note questions received from the public and the items to which they relate.

*(Questions are welcomed for consideration at a Scrutiny Committee meeting so long as the question is directly related to an item listed on the agenda. If you have a question you would like to ask then please submit it **no later than two working days before the meeting** to the Committee Officer. This will help to ensure that an answer can be provided at the meeting).*

7.   DIGITAL STRATEGY 2013/18

To consider a new Digital Strategy 2013/18 encompassing information management, technology, communications and engagement.

8.   RISING TO THE CHALLENGE & ROOT AND BRANCH PROGRAMMES

To inform the Committee of the work to date on the Rising to the Challenge and Root and Branch Programmes. There will be a report going to cabinet, the purpose of which is set out below:

The purpose of this report is to ensure that Cabinet are aware of the work that has been undertaken within the two programmes of Rising to the Challenge and Root and Branch and how this impacts on the business of the council in delivering services. In particular Cabinet is asked to consider the outputs and recommendations arising from the
   • Closure of the Rising to the Challenge (RTTC) Programme
   • Progress on implementation of the Phase 1 Root and Branch

Reviews
- Findings and proposals from the Phase 2 Root and Branch Reviews
- Early findings and action from Phase 3 Root and Branch Reviews
- Proposals arising from the full Root and Branch Programme Review

(REPORT TO FOLLOW)

9.   COMMITTEE WORK PROGRAMME   33 - 54

To consider the Committee's work programme.

PUBLIC INFORMATION

Public Involvement at Scrutiny Committee Meetings

You can contact Councillors and Officers at any time about Scrutiny Committee matters and issues which you would like the Scrutiny Committee to investigate.

There are also two other ways in which you can directly contribute at Herefordshire Council's Scrutiny Committee meetings.

1. Identifying Areas for Scrutiny

At the meeting the Chairman will ask the members of the public present if they have any issues which they would like the Scrutiny Committee to investigate, however, there will be no discussion of the issue at the time when the matter is raised. Councillors will research the issue and consider whether it should form part of the Committee's work programme when compared with other competing priorities.

2. Questions from Members of the Public for Consideration at Scrutiny Committee Meetings and Participation at Meetings

You can submit a question for consideration at a Scrutiny Committee meeting so long as the question you are asking is directly related to an item listed on the agenda. If you have a question you would like to ask then please submit it **no later than two working days before the meeting** to the Committee Officer. This will help to ensure that an answer can be provided at the meeting. Contact details for the Committee Officer can be found on the front page of this agenda.

Generally, members of the public will also be able to contribute to the discussion at the meeting. This will be at the Chairman's discretion.

(Please note that the Scrutiny Committee is not able to discuss questions relating to personal or confidential issues.)

The Public's Rights to Information and Attendance at Meetings

YOU HAVE A RIGHT TO: -

- Attend all Council, Cabinet, Committee and Sub-Committee meetings unless the business to be transacted would disclose 'confidential' or 'exempt' information.

- Inspect agenda and public reports at least five clear days before the date of the meeting.

- Inspect minutes of the Council and all Committees and Sub-Committees and written statements of decisions taken by the Cabinet or individual Cabinet Members for up to six years following a meeting.

- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.

- Access to a public Register stating the names, addresses and wards of all Councillors with details of the membership of Cabinet and of all Committees and Sub-Committees.

- Have a reasonable number of copies of agenda and reports (relating to items to be considered in public) made available to the public attending meetings of the Council, Cabinet, Committees and Sub-Committees.

- Have access to a list specifying those powers on which the Council have delegated decision making to their officers identifying the officers concerned by title.

- Copy any of the documents mentioned above to which you have a right of access, subject to a reasonable charge (20p per sheet subject to a maximum of £5.00 per agenda plus a nominal fee of £1.50 for postage).

- Access to this summary of your rights as members of the public to attend meetings of the Council, Cabinet, Committees and Sub-Committees and to inspect and copy documents.

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- The nearest bus stop to Brockington is located in Old Eign Hill near to its junction with Hafod Road. The return journey can be made from the same bus stop.

HEREFORDSHIRE COUNCIL

BROCKINGTON, 35 HAFOD ROAD, HEREFORD.

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Do not delay your vacation of the building by stopping or returning to collect coats or other personal belongings.

HEREFORDSHIRE COUNCIL

MINUTES of the meeting of General Overview & Scrutiny Committee held at The Council Chamber, Brockington, 35 Hafod Road, Hereford on Monday 4 March 2013 at 10.00 am

Present: **Councillor A Seldon (Chairman)**
Councillor EPJ Harvey (Vice Chairman)

Councillors: EMK Chave, BA Durkin, TM James, Brig P Jones CBE, Mayo, AJW Powers, R Preece, GR Swinford and DB Wilcox

In attendance: **Councillors WLS Bowen (for agenda item 7) and PD Price (Cabinet Member – Corporate Services)**

Officers: **Mrs N Bridges, Sustainable Communities Manager, Mr B Proctor, Head of Communications and Engagement (Interim); Mrs J Lewis, Assistant Director People, Policy and Partnership; Mr G Hardy Governance Services Manager; Miss G Dean, Scrutiny Officer; Mr p James, Democratic Services Officer.**

45.   APOLOGIES FOR ABSENCE

Apologies were received from Councillors: EPJ Harvey; JW Hope; RC Hunt; Miss E Lowenstein, and Mr P Sell.

46.   NAMED SUBSTITUTES

Councillor JW Powers substituted for Councillor EPJ Harvey.

47.   DECLARATIONS OF INTEREST

There were no declarations of interest.

48.   MINUTES

RESOLVED: that
1. **the minutes of the meeting held 1 February 2013 were confirmed as a correct record and signed by the Chairman; and**
2. **subject to substituting the word 'barring' for the word 'baring' in Minute No 43 in the top line of agenda page 9, the minutes of the meeting held 11 February 2013 were confirmed as a correct record and signed by the Chairman.**

49.   SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY

No suggestions for scrutiny had been received.

50.   QUESTIONS FROM THE PUBLIC

Two sets of questions had been received. The first set were from Mr Packman and had been submitted in connection with agenda item 7 – Herefordshire Community Safety Partnership. The second set had been received from Mrs Morawiecka and had been submitted in connection with agenda item 9 – Freedom of Information and Arm's Length Companies. The questions, together with written response, were circulated at the meeting. A copy has been placed in the minutes book and on line.

The Chairman reminded the public that questions need to directly relate to an item on the agenda.

RESOLVED: that the questions together with the written responses be noted.

51.   **HEREFORDSHIRE COMMUNITY SAFETY PARTNERSHIP REPORT**

The Committee received an update on the current priorities and issues for the Herefordshire Community Safety Partnership (HCSP).

Public questions had been received from Mr Packman. See Minute No 50.

The Chairman welcomed Superintendent I Powell (West Mercia Police) and Mrs Liz Smith, Chief Officer (Herefordshire) West Mercia Probation Trust, both members of the Herefordshire Partnership Executive Group. The Committee noted that Councillor WLS Bowen and Councillor DB Wilcox, also in attendance, were the Council's representatives on the Police and Crime Panel (PCP).

The Sustainable Communities Manager presented the report and highlighted that the County was a low crime area; this was the third year of a three year strategy; the strategy was refreshed annually and results from community engagement had been incorporated into this strategy. The strategy provided a framework for how partners will work together and target resources to where they are needed in the most efficient and effective way. The four priorities for 2013- 2014 are: Integrated Offender Management (IOM); Alcohol Harm Reduction; Empowered Localities, and Domestic Violence and Abuse. Two cross-cutting themes had also been identified namely: Education and Substance Misuse.

Councillor Wilcox, Councillor Bowen and the Sustainable Communities Manager briefly outlined some of the role; relationship and budget responsibility between the new Police and Crime Commissioner (PCC), the Police and Crime Panel (PCP) and the Herefordshire Community Safety Partnership (HCSP).

During the course of debate the following principal points were noted:

- While discussing various aspects of domestic violence and abuse it was acknowledged that abuse also occurred to a wide range of the population e.g. men; the elderly; teenage children to parents, who also needed access to services and this aspect was being addressed by the multi-agency working group.
- Previously work on Integrated Offender Management had focussed on the top 20% of offenders with each professional service concentrating on its own area of responsibility. The focus was now being widened, professional services were being brought together and information was being shared between services to ensure efficiencies in intelligence gathering and to provide targeted help or advice to offenders including housing and job advice.
- Responding to whether sensible driving and reducing speeding vehicles, which wasn't just caused by the young or drunk, was seen as a high priority the Committee were informed that it was a high priority and, together with the Safer Roads Partnership, funding had been secured to obtain a number of speed detection devices.
- Questioned on the visibility of police officers and how to contact the local police team the Committee were informed that the current structure of policing was being reviewed and the PCC had announced a number of police station closures. The police website would be updated to ensure that all contact details were up-to-date. Comments concerning the public visiting police stations out of hours and

being asked via the intercom to HQ which police station they were at would be looked into.

- It was suggested that the targets, set out on agenda page 26, were under ambitious. In response the Committee were informed that half of the targets had an alcohol related element which highlighted the need for an effective alcohol service in the county.
- The priorities listed on agenda page 28 were of equally high importance.
- In 2013-14 the number of Community Support Officers was likely to be reduced by approx. 50 across the area.
- Government funding (£50k) for CCTV had been withdrawn and therefore there would be an area wide strategic review of how CCTV systems were funded.
- West Mercia Police were aware of the current disparity between their 11 Neighbourhood Team areas and the Council's Locality Areas.
- The West Mercia Police had done a great deal of financial modelling around the reduced budget and the service it needed to provide.
- Following changes in the government data collection method no data was available for 'Reduce Prolific and Priority Offender re-offending (agenda page 26), however, data was now being captured for future use.
- Approximately 1% of alcohol incidents related to non-domestic alcohol offences and occurred on Friday or Saturday 'nights out' and therefore unlikely to be perpetrated by repeat offenders.
- A Member expressed disappointment that the Strategy was worded in vague language and suggested it should contain more specific proposals.
- With the introduction of new mobile technology intended to free police officers from returning to the police station, Members questioned how officers were coping with the patchy mobile signal in the County. Superintendent Powell responded that testing of new technology was on-going with good feedback being received so far. Managing a patchy signal should be part of the officer's local knowledge.
- Further information on a number of on-going Community Safety projects would be made available in the near future.

The Chairman thanked Superintendent Powell; Mrs Smith and the Council's representatives on the PCP for attending.

RESOLVED: That the report and the refreshed Herefordshire Community Safety Strategy 2011-14 be noted.

52.   **WEB-BASED TECHNOLOGIES (DIGITAL CHANNELS)**

The Committee received a presentation on web-based technologies (digital channels) and;
- Were updated on the progress of the digital channels work.
- Considered the approach being considered to future web development projects; and
- Received an update on the options being considered around the wider role of technology in communications, engagement and service delivery.

The Head of Communications and Engagement (Interim) gave a presentation on web-based technologies, a copy of the hand-out for which has been placed in the Committee minute book. The presentation summarised the work undertaken on the digital channels project; what had been achieved; what was still to be achieved and outlined the approach for the next phase of the digital channels work.

In the course of the presentation the following principal points were noted:

- The project was part of a programme of work to improve customer services to enable services to be transacted online alongside improved phone and face to face contact.
- A large number of services were to be migrated to one site by the end of 2012.
- Technology in use at the start of the project was expensive and therefore new platforms would be put in place to realise significant savings.
- Risks had been identified that the project had a large number of dependencies to other work across public services in Herefordshire. Constraints on resources impinged on the ability to deliver the project.
- The initial project had been an 18 month time limited project expiring March 2013. The proposal would be a rolling piece of work for which resources still needed to be identified.
- A new corporate web site was being developed in parallel with maintaining the current web site.
- The proposal was to move to a constant development with constant improvements to the content, structure, design and functionality of the site. This would mean a move from the Council having a web site to the Council being the web site provided for the citizens.
- The government term 'digital by default' intended to ensure that digital services would be excellent and therefore the first port of call for information or contact.
- 'Open data' would mean making all useful data available to citizens. This would mean a fundamental shift in corporate thinking.
- Work will need to be prioritised and resourced. However, as more contact was undertaken on-line this should lead to a reduction in the level of off-line (backroom) resources.

The Cabinet Member, Corporate Services, commented in respect of: the Councils web site when compared to others; that problems had been encountered in resourcing the project and that the authority would have to consider how to attract high calibre IT staff to drive the project further, thereby producing the expected efficiencies and savings.

A request was made that the new website be 'Apple' operating system compliant.

It was suggested that in view of the technical nature of the subject a Task & Finish Group be formed to undertake a review of the subject.

RESOLVED: That the presentation and information be noted and the Chairman be authorised to discus with officers the scope for a Task & Finish review and report back to a future meeting.

At 11.56am the Committee adjourned and resumed at approximately 12.10pm

53.   **FREEDOM OF INFORMATION AND ARM'S LENGTH COMPANIES**

The Committee were informed of the position in respect of the extent and application of the Freedom of Information Legislation (FOI) to arm's length companies.

Public questions had been received from Mrs Morawiecka. See Minute No 50.

The Governance Services Manager presented the report and highlighted that: FOI was applicable to Public Authorities which included the Council; other Public Authorities and external organisations may hold information on behalf of the Council in which case a request received by the Council may mean obtaining this information in order to comply with the law; in some cases however, external organisations may hold information arising from their work with the Council but this was outside the scope of FOI; there are some commonly identified factors that may indicate on what basis information was held

by external organisations, and there may be valid exemptions from disclosure that should be applied, which may take into account the adverse impact disclosure could have on the Council, the holder of the information or a third party. He also highlighted that in the case of companies set up by Public Bodies with 100% of the shares owned by that body, those companies are also taken to be Public Authorities for the purposes of the legislation. In the case of Hereford Futures Ltd the Council did not own 100% of the shares.

Responding to comments concerning the increased role Councils now have in 'commissioning' services and the need for public accountability of resources the Governance Services Manager commented that while government had indicated that it may be considering amending the FOI Act to take into account this expanding role, no timetable for change had been issued.

Questions were raised regarding the use of the term 'Arm's Length Company' and the potential for political involvement.

A point was made that even if a service was 'commissioned out' the Council shouldn't lose control over how that service was run and the accountability for it. The rational for commissioning out the service should be questioned in the first place.

There was general agreement with paragraph 15.3 of the report that there should be a presumption of disclosure under the Act so any 'borderline' decisions should come down in favour of making information public.

Reference was made to a Member question to Council on 23 November 2012 regarding the availability of minutes of Hereford Futures Ltd.

The Committee noted that the FOI Act was a complex area.

RESOLVED: That the report be noted.

54. **EXECUTIVE RESPONSE TO THE OVERVIEW & SCRUTINY TASK & FINISH GROUP ON COMMUNITY INFRASTRUCTURE LEVY**

The Committee considered the Executive's response and action plan following the Task & Finish review of the Community Infrastructure Levy (CIL).

The Committee commissioned a Task and Finish Group to undertake a review of the Community Infrastructure Levy (CIL). The initial findings of the Group were presented to the Committee on 10 December 2012 and subsequently forwarded to the Executive for consideration. The Cabinet Member Environment, Housing & Planning considered the findings and agreed the Executive response on 17 January 2013. The action plan was contained in the agenda.

The Committee note that the Cabinet Member had accepted the review and that the action plan indicated a predominantly positive response to the recommendations. The Community Infrastructure Levy Task & Finish Group had met to continue its work and would report its further findings in due course.

The Committee further noted that a preliminary draft CIL charging schedule had been submitted to Cabinet on 27 February prior to being put out for initial consultation.

On questioning whether the levy would create a post code lottery for development the Committee were informed that if different levy rates were set then the areas involved would have to be clearly indicated on an Ordinance Survey map.

Referring to recommendation 6 – locality-based approach to managing infrastructure project – Members of the T&F Group briefly commented upon the various percentages of the levy to be allocated to different purposes e.g. administration; to the local town or parish and to the Council for strategic projects.

RESOLVED: That
   a) **the Executive response to the Task & Finish Review on CIL be noted; and**
   b) **it was noted that the Task & Finish Group had recommenced its work and would report its findings back to this Committee in due course.**

55.   **COMMITTEE WORK PROGRAMME.**

The Committee considered its work programme.

It was suggested that the Committee should have earlier input to budget monitoring.

It was also suggested that the Committee should have greater engagement in scrutinising the Core Strategy/Local Development Framework.

While the Robert Francis QC report into the Mid Staffordshire NHS Foundation Trust principally referred to adult social care and health scrutiny, there were a number of recommendations that effected scrutiny as a whole and therefore Member training was being arrange to update members on various aspects of scrutiny.

RESOLVED: That the committee work programme be noted.

The meeting ended at 12.45 pm   **CHAIRMAN**

Herefordshire Council

MEETING:	GENERAL OVERVIEW AND SCRUTINY COMMITTEE
DATE:	8 APRIL 2013
TITLE OF REPORT:	DIGITAL STRATEGY 2013/18
REPORT BY:	ASSISTANT DIRECTOR PEOPLE, POLICY & PARTNERSHIP

1. Classification

Open

2. Key Decision

This is not a key decision.

3. Wards Affected

County-wide.

4. Purpose

To consider a new Digital Strategy 2013/18 encompassing information management, technology, communications and engagement.

5. Recommendation(s)

THAT:

(a)   **the Digital Strategy 2013/18 be noted and any recommendations on the Strategy be forwarded for consideration by Cabinet; and**

(b)   **the Commercial & Commissioning Board ensure that the principles within the strategy inform future commissioning arrangements.**

6. Key Points Summary

- The Digital Strategy will guide the future development and implementation of technology infrastructure, information management, and tools to support effective communication and engagement focused on delivering the priorities within the Corporate Plan.

- The strategy, supporting the customer service strategy, will provide customers with easier access to information and services at a time of their choosing.

Further information on the subject of this report is available from Dominic Latham, Service Manager ICT Strategy and Commissioning on Tel: (01432) 383186

7. Alternative Options

7.1 In light of changes to the organisational structure and direction, and to take account of developments in new technology and social media channels, the current Herefordshire Public Services ICT Strategy (agreed in 2011) needs updating.

7.2 If there is no overarching strategy in place there is no strategic framework to guide investment.

8. Reasons for Recommendations

8.1 The strategy broadly lays down key guiding principles, supported by a clear delivery plan, which enables Herefordshire Council to meet its priorities in the most cost effective way.

9. Introduction and Background

9.1 The purpose of the Digital Strategy is to provide the framework through which technology and information support delivery of the Corporate Plan; it seeks to balance investment required to maintain and enhance technology services used by customers, employees, partners, and businesses with cost savings that can be made.

10. Key Considerations

10.1 The aim is to use available technologies to improve service delivery more cost effectively. Delivery of the Corporate Plan within the available resources will require the council and communities in Herefordshire to operate very differently.

10.2 The strategy sets out:

- The ways that customers will interact with us in the future
- How we will make better use of information
- How we enable staff to do their job even better and more flexibly

How we continue to ensure our technical infrastructure is most cost effective

10.3 The strategy also sets out the key priorities for investment and a high level five year road map for delivery; a more detailed delivery plan for year one is in place. The delivery plan is a living document and must be flexible to ensure it continues to meet the needs of the organisation as resources and priorities for investment change with the business.

10.4 The previous ICT strategy recognised information as a core organisational asset, but did not provide an overarching information management framework to connect up our different information activities. This has led to an over reliance on paper which in turn has led to inefficiencies in the use of accommodation, IT and human resources. The Digital Strategy sets out the approach to information management enabling the council to store and use information safely and cost effectively.

10.5

11. Community Impact

11.1   The strategy will have the following benefits for customers:

- Promoting independence and customer empowerment – engaging residents in the choice of service, working alongside them as equals to develop solutions that meet their needs;
- Reducing unnecessary contact and simplifying demand management – making contacting the council – or the wider public sector - as easy and stress-free as possible;
- Enabling customers to access our services remotely and at a time of their choosing;
- Simplifying contact with services whilst increasing improved levels of customer service;
- Easier access to accurate more joined up information.

12. Equality and Human Rights

12.1   In demonstrating due regard to the council's Public Sector Equality Duty, in our decision making processes we will ensure that individual directorates and service areas assess the potential impact of any proposed digital development, leading to fairer, transparent and informed decisions being made.

12.2   The strategy is underpinned by a set of principles which include the provision of information in an accessible way for staff and residents alike leading to increased equality of opportunity and access.

13. Financial Implications

13.1   There are no direct costs to the council arising from the strategy; it will however guide how resources are prioritised. Any investment will be determined through the normal governance process, informed by a clear business case.

14. Legal Implications

14.1   The strategy complies with the requirements of access to information legislation; it also seeks to ensure that individuals' data is managed securely and appropriately.

15. Risk Management

15.1   If the strategy is not approved the council is at risk of information governance breaches; these can both impact individuals concerned and carry a reputational and financial risk to the council. Having an approved strategy in place ensures that necessary steps will be taken to ensure that individuals' data is managed securely and appropriately.

15.2   If a strategy is not in place there is a risk that investment in technology is not co-ordinated resulting in unnecessary duplication and expenditure.

16. Consultees

16.1   Internal consultation has taken place.

17.   Appendices

17.1   Appendix 1 – Draft Digital Strategy 2013/18

18.   Background Papers

18.1   None identified.

Herefordshire Council

Digital Communication Strategy (R2 0)

Contents

1. Executive Summary

There are a number of reasons why it is important now for Herefordshire Council to consider how we will use technology moving into the future;

- More than ever before the Council needs to deliver performance improvement and cost reductions and technology can help to do this.
- Whilst our resident surveys tell us that their experience of interacting with the Council and their satisfaction with us is improving there is still significant room for improvement.
- There is now a plan agreed to implement super fast broadband so that by 2018 Herefordshire is one of the most digitally connected counties in the UK. It is important that we exploit this opportunity.
- The Council has invested in new technology over the last two years which provides a good platform upon which to build and achieve further performance improvement.

There are a number of principles that were used to inform our proposed direction of travel and how we will get there. We need to;

- Deliver services that are digital by default as this is a far more cost effective way for residents to communicate with the Council; this means we need to provide digital ways of working that residents prefer to use over and above face to face and telephone contact.

- Support our residents and workforce in the use of new technologies. This does not mean however that we will create a group of people excluded from communicating with us because they cannot use technology. We will work with these people to understand what needs to be in place so as not to exclude them.

- Continue to bring together, standardise and reduce where possible our Council owned technical infrastructure where this provides performance improvement and cost reduction.

- Continue to exploit the technology that we already have whilst also working with the new technology advancements that may provide further performance and cost reduction opportunities.

- Make sure that the information that we have is accurate and secure, observing data protection requirements as well as making the best use of it.

Using these principles to align our programme of work will achieve on-going change in the way we do things, which will have a positive impact on our residents and employees.

What does this mean for our Residents?

- Independence with residents taking greater control because they can access the information they need when they need it.

- A reduction in unnecessary contact whilst making contacting the Council and wider services as easy and stress-free as possible.

- Enabling access to our services remotely and at a time of our residents choosing.

3

- Provision of support to enable residents to use digital channels and the requirements of those unable to do so understood so as not to exclude them.

What does this mean for our staff?

- More flexibility in the way that they work; where they work from and when they work.

- Improved access to information which enables staff to make better decisions and provide an improved service.

- Maximised learning opportunities.

- Improved ability to handle and share resident information safely.

What does this mean for our organisation?

- Reduced costs and improved performance.

- Continued development as an agile organisation; which is flexible and can continue to move with the changing environment.

- Improved reputation, trust and confidence in Herefordshire Council.

How will this happen?

We will deliver this by concentrating on the following four key areas:

1. The ways that residents will interact with us in the future that emphasises the use of more costs effective digital channels
2. Better use of information for residents and our staff
3. How we enable staff to do their job even better and more flexibly
4. How we continue to ensure our technical infrastructure is most cost effective

Further details about these four critical delivery areas, the risks and the plan to deliver this are provided in the remainder of this report.

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2. The Strategy

The following sections summarise how the key areas will be delivered.

2.1   The way that residents will interact with us in the future

Moves to a truly customer-centric approach is fundamental to our transformation journey. This is challenging because people now expect public services to be delivered with the same customer focus they can expect to experience as private consumers.

New technologies, improved information management and the right skills will support us to meet these expectations.

This is not about forcing customers online but about providing excellent online transactions. We will build products and services that work elegantly for residents using digital channels that they want to use whilst over time scaling back other ways of communicating with the Council.

Open access to data and engagement with residents is going to be critical to ensuring this works for residents. This will require us to open up all our depersonalised data and make this useful to residents. Engagement and on-going conversations with residents are also going to be critical; being responsive to their feedback in order that we continually improve.

Our new internet platform will be in place by the end March 2013 and will play a fundamental role in future communications with residents. The rollout of super fast broadband and the support to communities to use it is also very important if we're to fundamentally change the way we communicate.

2.2   Better use of information

A clearly defined approach to information management will improve access to information, as well as the storage and destruction of irrelevant information. Better classification and rationalisation of information will enable the Council to store information safely and cost effectively. With more information stored digitally by using scanning technology, much less paper will be held and the costly disposal process will be automatic.

We have organised our approach to this work into three areas;

Holding information in context

Herefordshire Council has developed an Organisational Information Model (OIM) focused from our residents' perspective rather than the organisations. This work is in its early stages and needs building upon. This approach for example enables residents to establish an

account with us and more easily transact on line whilst also ensuring that our staff have all of the appropriate information available to them to assist with decision making and improved service delivery.

Managing our information safely

Herefordshire Council is committed to being transparent and open in how it delivers services. However we also need to ensure that access to information is managed within legal boundaries and balances competing human rights for example around individual privacy and our statutory obligations. We will always be clear about how we will use and share any information that we collect. This is linked to our Organisational Information Model above requiring different levels of access to personal information. We will start by opening up our depersonalised information and making it more relevant to residents. There are a significant number of standards that we need to take account of;

- Data Protection Act 1998
- Freedom of Information Act 2000
- Environmental Information Regulations Act
- Privacy and Electronic Communications Regulation (PECR)
- Public Records Act
- Protection of Freedoms Act
- Regulation of Investigatory Powers Act
- Human Rights Act
- Common Law Duty of Confidentiality
- Children's Act 1989 & 2004
- Health and Social Care Act
- Access to Health Records Act 1990
- The NHS Code of Practice on Confidentiality
- The NHS Code of Practice for Information Security
- The NHS Code of Practice for Records Management
- BS ISO/IEC 27001/27002 Information Security
- PD0008 (Records Management) & PCI: DSS standards (Credit cards).

It is critical that the personal information we deal with every day is used appropriately and stored securely, however an overly restrictive approach due to data protection risks can be counter-productive. We will look to provide maximum flexibility whilst also managing information securely.

Making sense of our information

Making sense of our information will help us to make better decisions and improve performance. Therefore we will continue to build on our role to provide expert County insight into what people in Herefordshire need. . 'Understanding Herefordshire' (the overall Integrated Needs Assessment) is helping us to make sense of our county information in an integrated way so that we can design joined up services for our localities.

2.3   How staff will be enabled to do their jobs even better

We are already part way through a work programme that is providing staff with the right devices and telephony to do their job; we are standardising this where ever possible so that staff can work from any location (including) home; working more flexibly, reducing travelling and the number of costly buildings from which the council currently operates from. This includes the introduction of a standardised desktop environment providing data, voice, video and conferencing capability with access to applications according to the users profile and follow-me telephony technology so that staff can more easily be contacted.

Investment in mobile working solutions for specific field based roles will also assist with more timely access to information and support inter-agency collaboration.

The flexibility for staff to be able to use their own devices is included in this strategy and not something that is currently possible. This can be at odds with our principle to standardise in order to reduce costs and can also bring information security issues; we are however committed to work through these to ensure we have the most effective approach.

Technology and information management can also support better collaboration, helping break down professional silos and promoting closer working.

Staff will notice a number of major improvements:

- Provision of a device ranging from a desktop, lightweight laptop, standard laptop and mobile device – helping employees to work flexibly and be more responsive to residents.

- The technology will be managed and maintained remotely - IT will be invisible to the end user and will just work.

- Security will be tighter, driven by clear information governance, moving to role based security.

- Necessary systems will be accessible remotely.

- Mobile working solutions will be widely deployed, wherever they can deliver efficiency savings, customer service improvements or improved data management. Real-time data capture will reduce transcription and duplicated data entry and lead to improved data quality.

- Tools, including Cisco Jabber and SharePoint 2010 are being exploited helping staff work together virtually, improving productivity.

- The virtual desktop environment will be accessible from non-HC devices and under an Enterprise Licence Agreement, enabling a 'bring your own device' (BYOD) packages to be designed.

2.4   Most cost effective technical infrastructure

Herefordshire Council aims to achieve a high degree of "infrastructure-independence" and most cost-effective access to infrastructure by 2018 in order that we can flex capacity as required by business demands without the need for capital shocks. To achieve this we will:

- In the shorter term achieve maximum utilisation of our current infrastructure including our Business Systems that support of critical services such as children's and adult's social care.

- Make progress on shared infrastructure services. Herefordshire already has a maturing model through Hoople Ltd for the provision of a range of technical services, including networks, equipment and software. We will continue to achieve more progress on shared infrastructure services, using Framework Agreements to procure and deliver technical services which will realise economies of scale and increased buying power, opening up opportunities for further joint service provision.

- Where appropriate and over time, migrate our Business Systems to Secure Cloud services (e.g. Public Services Network (PSN)) which can be purchased as products as required. The key to the success of these migrations will be the approach to integration ensuring that we optimise the improved sharing of data from a single source.

3. Delivery

The programme of work that will make this strategy happen over the next five years is outlined in Appendix A.

4. Risks

Risk	Mitigating actions
The underlying strategy and the speed of delivery is reliant on available resources with the appropriate skills. There are particular risks aligned with technical delivery of the Digital by Default web capability.	Current activity is focussed on creating a robust web team which contains the broad skills necessary for effective delivery and maintenance, comprising of Hoople and Herefordshire Council employees. This will be an area requiring investment over the next 12 – 18 months.
Financial constraints continue to impact the ability to effectively invest in technology which will deliver benefits.	Ensure that funds available are allocated to priority areas of investment through uncomplicated governance procedures. Areas requiring further investment will need to be supported by a robust Business Case.
The five year plan will inevitably need to flex over time particularly in the current environment	Regular reviews of the five year plan with annual refresh activity as appropriate to ensure that areas of focus remain valid.
There are risks around partnerships which will affect collaboration and cost saving opportunities.	A proportion of these risks can be mitigated against by negotiations and relationships at levels of management.

. The plan will therefore need to be regularly reviewed to ensure it remains relevant.

Appendix A – The Delivery Plan

2013	2014	2015	2016	2017
Information Management and Information Governance				
Understanding the Business Need – Understanding how information and data is stored on our systems				
Managing Information and Data Assets – Implementing the Information Programme to make sure information is held in context, is managed safely and can be effectively used				
Managing Information Flows – Connecting information to improve the customer experience				
Access Control and Management – Managing how our staff access our systems, safely and securely				
Devices and Telephony				
Mobile Device approach and implementation – Looking at how our staff can more flexibly access our systems using a range of devices				
User Controlled Device Management – Provide staff with more self management on devices				
Single Desktop Rollout – Implementation of the standardised desktop environment				
Telephony rollout – to include voice, video and conferencing capability				

2013	2014	2015	2016	2017
Infrastructure Light				
Network and Infrastructure provider selection – Review network and infrastructure options for procurement in 2014				
Network rollout – Implement changes to networks				
Data Storage/Cloud and Hosted solutions options and implementation – Migration of business systems to secure cloud services				
	Printing as a Managed Service – Review options for print services			
Review Infrastructure Requirements and Options				
Local Partner Engagement – Collaborate with local partners for Infrastructure and Network requirements to reduce costs				
Collaboration				
SharePoint implementation and team sites – Enable staff to share information safely using SharePoint Team site functionality				
	Collaboration and Multi Agency Working – Enable safe data sharing between local partners, including Social Care, Health and Police			
	Collaboration for Businesses – Review how the Council interacts more effectively with local business using technology			
On-line Collaboration – Using technology to work more effectively with staff, residents and businesses				
Local Partner Engagement – Collaboration with local partners to reduce costs				

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2013	2014	2015	2016	2017
Digital by Default				
Digital by Default Channel Shift – Improving and increasing communication with residents through digital channels				
Digital by Default, Alternative Options – Identifying residents who are unable to use digital technology and how to support them				
	Wi-Fi and Public Access – Increased access to Wi Fi provided in public areas			
Employee Lifecycle – Further improving the HR and business processes and systems supporting a member of staff; reducing paper forms, more timely employee data and how staff are managed.				
Skills and Capacity				
e-Learning – Increasing access to learning through technology providing flexibility to manage time and training				
Learning Management Systems – Ensuring that learning and development for our staff is managed appropriately				
Staff, Members Empowerment and Confidence Building – Supporting staff in the use of technology to enable increased confidence and improve service delivery for our residents				
Digital County and Residents support and capability – Enabling our residents to use broadband technology more effectively to communicate with the council				

2013	2014	2015	2016	2017
Application Solutions				
License Review – For Council applications				
Applications Rationalisation Review – Review applications used across the Council to rationalise where appropriate				
Enterprise Renewal Strategy – Review Microsoft products used and propose alternatives where appropriate				
Business Systems Optimisation and Upgrade Planning (Frameworki, Agresso, Civica, CRM, Performance Plus) – Review of all major business systems to ensure they are delivering value				
Directorate Application Reviews – Review all Business Systems across the organisation to ensure they are delivering value				
Strategic Commissioning				
Contract Management – Managing and negotiating our contracts more effectively				
Procurement Collaboration – Partnering with organisations an groups on contracts to reduce costs				

Document Information

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Document Status

Status	Notes
Release	For Review and Approval

Change Control

Version	Date	Details of Change
0.01	22 Nov 2012	First draft for initial review
0.02	6 Dec 2012	Second draft for review
0.03	16 Dec 2012	Third draft for review
0.04	24 Dec 2012	Fourth draft for review
0.06	2 Jan 2013	Following review from IM&T and TDA.
0.07	3 Jan 2013	For Leadership Team review
0.08	30 Jan 2013	IM&T Board for Review
0.09	28 Feb 2013	Incorporating comments from Leadership team and inclusion of the Communications Strategy.
1.00	08 Mar 2013	First Release following consultation.
2.00	27 Mar 2013	Second release building in feedback from members

References

![Herefordshire Council logo]

MEETING:	GENERAL OVERVIEW AND SCRUTINY COMMITTEE
DATE:	8 April 2013
TITLE OF REPORT:	COMMITTEE WORK PROGRAMME
REPORT BY:	ASSISTANT DIRECTOR – LAW, GOVERNANCE AND RESILIENCE

1. Classification

Open.

2. Key Decision

This is not a key decision.

3. Wards Affected

County-wide.

4. Purpose

To consider the Committee's work programme.

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5. Recommendation(s)

THAT: the work programme as appended be noted, subject to any comments the Committee wished to make.

6. Key Points Summary

6.1   The Committee is asked to note its work programme and to note progress on current work.

6.2   At its meeting on 11 February 2013 the Committee agreed that the Chairman and Vice Chairman should review the committee work programme with a view to recommending items for the next 6 months and priorities for the next 12 months for policy development. The Chairman and Vice Chairman met on 7 March and the initial revised programme is appended for consideration. Further meetings will be held to further review the programme. Should Committee Members become aware of issues please discuss the matter with the Chairman; Vice Chairman and the Scrutiny Officer.

7. Alternative Options

7.1   It is for the Committee to determine its work programme as it sees fit to reflect the priorities facing Herefordshire. Any number of subjects could be included in the work programme. However, the Committee does need to be selective and ensure that the work programme is

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Further information on the subject of this report is available from Paul James, Democratic Services Officer on Tel: (01432) 260460

focused on the key issues, realistic and deliverable within the existing resources available.

8. Reasons for Recommendations

8.1 The Committee needs to develop a manageable work programme to ensure that scrutiny is focused, effective and produces clear outcomes.

9. Introduction and Background

9.1 An outline work programme only is appended for this meeting. This is because the programme is under continuous review.

10. Key Considerations

10.1 The work programme needs to focus on the key issues of concern and be manageable allowing for urgent items or matters that have been called-in.

11. Community Impact

11.1 The topics selected for scrutiny should have regard to what matters to the County's residents.

12. Equality and Human Rights

12.1 The topics selected need to have regard for equality and Human rights issues.

13. Financial Implications

13.1 The cost of the work of the Scrutiny Committee will have to be met within existing resources. It should be noted the costs of running scrutiny will be subject to an assessment to support appropriate processes.

14. Legal Implications

14.1 The Council is required to deliver an Overview and Scrutiny function.

15. Risk Management

15.1 There is a reputational risk to the Council if the Overview & Scrutiny function does not operate effectively.   The arrangements for the development of the work programme should help mitigate this risk.

16. Consultees

16.1 Following initial consultations on topics for scrutiny with Directors and Members of the Cabinet, all members of the Council were invited to suggest items for scrutiny.

17. Appendices

17.1 An outline work programme for the Committee.

An update on the Task & Finish reviews.

Executive Rolling Programme (as at the time of going to print).

18.   Background Papers

18.1   None identified.

GENERAL OVERVIEW AND SCRUTINY COMMITTEE
ITEMS IDENTIFIED FOR INCLUSION IN THE WORK PROGRAME

<u>DRAFT WORK PROGRAMME</u>

Monday 13 MAY 2013 at 2.30pm	
Task & Finish Review - Housing Allocation Policy	To consider the findings of the Task & Finish Review Group
Task & Finish Review – Community Infrastructure Levy (CIL)	To consider the findings of the Task & Finish Review Group.
Tuesday 18 June 2013 at 5.00pm	
Waste Contract update	To receive an update on the Waste Contract prior to consideration by Cabinet on 20 June.
Local Development Framework/CIL	To consider the results of the LDF/CIL consultation prior to consideration by Cabinet.
Monday 8 July 2013 at 10.00am	
Music Service	Agreed in July 2011 to review after 2 years. To receive an update on how the service is performing since the reconfiguration of the Service in 2011 including accessability to the service; perapetetic links to the schools and school results.
Budget Monitoring	To consider the Executives response to the Council's budget position.
Implications for Scrutiny following the Francis Inquiry Report	To consider the implications for scrutiny following the Francis Inquiry Report – Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry.
Tuesday 3 September 2013 at 5.00pm	
Monday 7 October 2013 at 10.00am	
Root and Branch Reviews	To consider further Phases of the Reviews (as they relate to this Committee).
Task & Finish – Income & Charging - Projected additional Income	O&SC 19 March 2012 added to the T&F Report that a report be made in Oct 2013 setting out how much of the projected additional income had been achieved and reviewing the intended and unintended consequences of new/additional charges.

Monday 11 November 2013 at 10.00am	
Monday 9 December 2013 at 10.00am	

The following issues have been identified for consideration but not scheduled:

Corporate Delivery Plan & Performance Monitoring
Performance Report on Amey
Performance Report on Hoople
Performance Report on Waste Management
Broadband
Document control and information including the website;

Previously the agenda included a schedule of suggestions for scrutiny made by the public. As the majority of those suggestions related to the Local Transport Plan and/or Local Development Framework the issues raised have been logged and will be raised when the subject comes before the Committee.

Task and Finish Reviews – Progress Report

General Overview & Scrutiny Committee

REVIEWS IDENTIFIED FOR FEASIBILITY STUDY

Proposed Review	Status
Free Schools	The Chairman has requested information concerning free schools and will decide whether a review is required. The Chairman is monitoring the situation.
Legal Services	Feasibility Study complete. Scoping to be confirmed. 25.3.13 Chairman, Vice Chairman and Cllr Brig P Jones CBE met with Corporate Statutory Services Manager and officers to discuss possible issues for a review. Having discussed concerns and heard how the Legal Service is now on a more business footing and that measures are now in place to monitor budgets and cases it has been decided not to undertake a Task & Finish Review.
Governance & Management of Joint Ventures/Partnering Arrangements –	Feasibility Study complete. Scoping to be confirmed
Accommodation Strategy	Feasibility Study complete. Scoping to be confirmed.
Financial Support to the Arts	The Chairman suggested this review at the Committee on 10 December 2012. Scoping of the review is at very early stages. The Chairman and Cllr Swinford are considering the scope for a possible review prior to seeking information from the Cultural Services Manager.
Review the Council's Communication Policy	This review was suggested at the Committee on 10 December 2012.
Monitoring the Council's 'Public Services Vision'	This review was suggested at the Committee on 10 December 2012. This relates to the vision contained in the Corporate Plan 2013/15 reported to Council 23 November 2012.

Council Procurement Policy and Local Business and Local Employment (Further Review)	The Committee on 10 December decided to undertake a further short review to investigate a number of concerns arising from the update. The Chairman of the Committee has sought further information on the Proactis system which was identified at the December meeting as being of concern and he will then decide whether the concerns are still warranted or whether to reform the T&F Group. 14 February 2013 - The Chairman together with Cllr Atkinson and Cllr GA Powell met with the Head of Commercial Services on 14 February. While they were disappointed that the recommendations arising from the review had not been progressed they appreciated the current problems in attracting staff to key posts in the Commercial Services Team. Having been appraised of the position concerning Proactis System the current concerns were allayed. Members will receive a further update in 3 months' time. Arising out of the meeting the Chairman has requested background information on how the Council is attracting personnel to key posts needed to drive forward the Council's savings and improvements across the Council.
Council's IT Strategy and Systems	Item identified at 1 February 2013. Initial feasibility work underway.

REVIEWS IN PROGRESS

Review	Meetings	Comment
Housing Allocations Policy and Effective Use of the Housing Stock	18/6/12	Consideration of background material.
	6/9/12	Met to discuss policy options.
	8/10/12	Discussion with representatives of Forces
	15/11/12	Consideration of further evidence prior to drafting of the report.
		Project continuing.
	21/2/13	Meeting to consider the draft policy being scheduled for March.
	26/3/13	Meeting to consider the draft report into the findings of the Group. Final report scheduled for May Scrutiny Committee.

Community Infrastructure Levy – draft policy for Herefordshire (Part 2)	-	The report of the T&F Group was considered by the Committee on 10 December and forwarded to the Executive for consideration. Arising from that review it was acknowledged that further work was needed. The Group will be recommissioned to undertake that work.
	6/2/13	The T&F Group met on 6 February to receive an update and consider the further work needed to fulfil its terms of reference.
	18/3/13	Discussion held with relevant Cabinet Members. Consideration now being given to possible findings from the review.

REVIEWS COMPLETED AND AWAITING RESPONSE FROM THE EXECUTIVE

Review	Comment
	None currently in this section

REVIEWS COMPLETED AND SUBJECT TO MONITORING OF THE EXECUTIVE ACTION PLAN

Review	Comment
	None currently in this section.

Executive Rolling Programme: **April 2013**

Final Decision Maker	Meeting / Decision Date	Issue Type: ● KEY ● Budget & Policy Framework Item (B&PF) ● Non Key	Report Title	Purpose	Directorate and Lead Officer
CABINET MEMBER DECISION Portfolio CM E&C	10/04/13	Non Key	Community Safety Strategy Refresh 2013/14	To endorse the Community Safety Strategy Refresh 2013/14	Places & Communities / Nina Bridges
Audit & Governance Committee	16/4/13	N/A	Amendments to the Planning Code		Corporate Services / David Powell
Audit & Governance Committee	16/4/13	N/A	Internal Audit Progress Report		
CABINET Portfolio – CM CS	18/4/13 Press Release: 4/4/13	**KEY**	Rising to the Challenge and Root and Branch Review	Phase 1 Implementation and Phase 2 and 3 Proposals	Corporate Services / Donna Etherton
CABINET Portfolio – CM FM	18/4/13 Press Release: 4/4/13	Non Key	Budget Monitoring Report	To report the financial position for both Revenue and Capital.	Corporate Services / David Powell
CABINET	18/4/13	Non Key	Digital Strategy	To seek approval for a new Digital Strategy 2013/18 encompassing information management, technology, communications and engagement.	Corporate Services / Dom Latham
Cabinet Member – CS	22/4/2013	**KEY**	Enterprise Renewal Agreement (Microsoft/Open Source Solutions)	To seek cabinet member approval for the recommendation regarding the current enterprise solution. The current agreement is with Microsoft. The recommendations will be based on exploring the Microsoft solution alongside other open source solutions and will seek approval based on: a) Benchmarking based on current usage b) Recommendations on improvements that can be made to current usage c) Projected demand	Corporate Services; Jenny Lewis / Dominic Latham
Cabinet Member – E&C	25/4/13	Non Key	Engagement with local councils wider communities	Seek agreement on policy and activity to support local councils and outline wider engagement with communities / residents.	Natalia Silver, Places and Communities

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GENERAL OVERVIEW AND SCRUTINY COMMITTEE ITEMS – APRIL 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO: A&G Committee Cabinet Council	Meeting Date
8 April 2013	Root and Branch Reviews	To consider Phase 2 of the Reviews (as they relate to this Committee)		

HEALTH AND SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE ITEMS – APRIL 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO: A&G Committee Cabinet Council	Meeting Date
12 April 2013	Wye Valley NHS Trust; Clinical Commissioning Group; and NHS West Mercia Cluster.	To provide a report on the Trust's Annual Plan for 2013/14. Content of future updates to ensure they present clear picture of service delivery; with performance information to be provided in advance of the meeting and with each meeting to have a particular purpose. (May 12) Cluster performance data to be monitored quarterly. Committee to assess the impact on population. (July 12)		
12 April 2013	Stroke Services	To receive an update.		
12 April 2013	Work Programme	To consider the Committee's Work Programme		

Executive Rolling Programme: **May 2013**

Final Decision Maker	Meeting / Decision Date	Issue Type: • KEY • Budget & Policy Framework Item (B&PF) • Non Key	Report Title	Purpose	Directorate and Lead Officer
Cabinet Member Portfolio - EH&P & FM	7/5/13	**KEY**	The Oval Estate, Newton Farm, Hereford	To agree the approach to land disposal and related provisions in support of the regeneration of the Oval Estate, Newton Farm.	Places & Communities, Richard Gabb
Audit & Governance Committee	13/5/13	N/A			
CABINET Portfolio – CM FM	16/5/13	Non Key	Budget Monitoring Report	To report the financial position for both Revenue and Capital.	Corporate Services / David Powell
CABINET Portfolio -	16/5/13	**KEY**	Section 75 Partnership Agreement between Herefordshire Council and Herefordshire Clinical Commissioning Group	To approve the partnership agreement on behalf of the Council	People's Services
COUNCIL	24/5/13		Election of the Chairman and Vice Chairman		
COUNCIL	24/5/13		Appointment of Chairmen to Cttees		
COUNCIL	24/5/13	N/A	Allocation of Committee Seats		Corporate Services
COUNCIL	24/5/13		Appointment of Scrutiny Committees		
COUNCIL	24/5/13		Nominations to Outside Bodies		
COUNCIL	24/5/13		Programme of Meetings	To approve the programme of Ordinary Meetings of COUNCIL for the year	
COUNCIL	24/5/13		Constitution Amendments?		

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GENERAL OVERVIEW AND SCRUTINY COMMITTEE ITEMS – MAY 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO:			Meeting Date
			A&G Committee	Cabinet	Council	
13 May 2013						

HEALTH AND SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE ITEMS – MAY 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO:			Meeting Date
			A&G Committee	Cabinet	Council	
2 May 2013	Quality Accounts: Wye Valley NHS Trust West Midlands Ambulance NHS Trust ²Gether NHS Foundation Trust	To consider the Quality Accounts				
2 May 2013	Work Programme	To consider the Committee's Work Programme				

Executive Rolling Programme: **June 2013**

Final Decision Maker	Meeting / Decision Date	Issue Type: • KEY • Budget & Policy Framework Item (B&PF) • Non Key	Report Title	Purpose	Directorate and Lead Officer
CABINET Portfolio – CM EH&P	20/6/13	KEY	Housing Allocations Adoption Policy	The Housing Allocation Policy describes the criteria that Herefordshire Council uses to prioritise affordable housing for those with a housing need. The Local Authority is using powers under the Localism Act 2011 which gives increased flexibility to review its policy to enable them to manage their housing registers which better reflects local demand, whilst still protecting the most vulnerable.	Places and Communities / Richard Gabb
CABINET Portfolio – CM FM	20/6/13	Non Key	Budget Monitoring Report	To report the financial position for both Revenue and Capital.	Corporate Services / David Powell
CABINET Portfolio – CM CS	20/06/13	Non Key	Understanding Herefordshire Annual Report		Corporate Services / Jenny Lewis
CABINET Portfolio – CM CS	20/06/13	Non Key	2012/13 Year end report		Corporate Services / Jenny Lewis
CABINET Portfolio – CM E&I	20/6/13	**B&PF** decision of Council - July requires 28 day notice	Local Development Framework core strategy	To consider the revised LDF for adoption by Council	Places & Communities Andrew Ashcroft
CABINET Portfolio CM MC	20/06/13	KEY	Waste Contract		Places & Communities / Andy Tector

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GENERAL OVERVIEW AND SCRUTINY COMMITTEE ITEMS – JUNE 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO: A&G Committee Cabinet Council	Meeting Date
18 June 2013				

HEALTH AND SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE ITEMS – JUNE 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO: A&G Committee Cabinet Council	Meeting Date
7 June 2013				

Executive Rolling Programme: **July 2013**

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Final Decision Maker	Meeting / Decision Date	Issue Type: • KEY • Budget & Policy Framework Item (B&PF) • Non Key	Report Title	Purpose	Directorate and Lead Officer
Audit & Governance Committee	5/7/13	N/A	Annual Audit Fee Letter and Plan		Corporate Services / David Powell
Audit & Governance Committee	5/7/13	N/A	Annual Governance Statement		Corporate Services / David Powell
Audit & Governance Committee	5/7/13	N/A	Annual Internal Audit Plan		Corporate Services / David Powell
Audit & Governance Committee	5/7/13	N/A	Audit and Governance Committee Work Programme		Corporate Services / David Powell
COUNCIL	19/7/13	N/A	Hereford and Worcester Fire and Rescue Authority Report		
COUNCIL	19/7/13	N/A	Leader's Report	To receive the Leader's report, which provides an overview of the Executive's activity since the last COUNCIL meeting.	
COUNCIL	19/7/13	N/A	Audit and Governance Committee Report including Standards Panel Report	To receive a report on standards case (Cllr Glenda Powell)	Corporate Services
COUNCIL	19/7/13	**B&PF same as KD requires 28 day notice**	Local Development Framework core strategy	To consider the revised LDF for adoption by Council	Places & Communities Andrew Ashcroft
CABINET Portfolio – CM CS	25/7/13		Integrated Corporate Performance Report Q1		Corporate Services
CABINET Portfolio – CM FM	25/7/13	Non Key	Budget Monitoring Report	To report the financial position for both Revenue and Capital.	Corporate Services / David Powell
CABINET Portfolio -	25/7/13	**KEY**	Open Book Review of Residential and Nursing Home Fees for Older People	To approve the future pricing model for fee increases in the future.	People's Services / Kathy McAteer
CABINET Portfolio -	25/7/13	Non Key	Local Account	To approve the Local Account relating to Adult	People's Services /

Final Decision Maker	Meeting / Decision Date	Issue Type: • KEY • Budget & Policy Framework Item (B&PF) • Non Key	Report Title	Purpose	Directorate and Lead Officer
				Social Care Performance.	Peter Sowerby
CABINET MEMBERS CS & E&C	July 2013 (TBC)	KEY	Buttermarket Refurbishment	To establish if and how the Council wishes to fund the refurbishment of the Buttermarket and to clearly set out the options available in managing the delivery of the project should it progress	Places and Communities / Chris Jenner

GENERAL OVERVIEW AND SCRUTINY COMMITTEE ITEMS – JULY 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO: A&G Committee Cabinet Council	Meeting Date
8 July 2013	Music Service	Agreed in July 2011 to review after 2 years		

HEALTH AND SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE ITEMS – JULY 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO: A&G Committee Cabinet Council	Meeting Date
11 July 2013	Recovery Plan for Children Safeguarding	To receive a progress report on the Action Plan		
11 July 2013	Strategic Plan for Delivering Adult Services	To consider a quarterly report containing a schedule of performance reports outlining the savings that are being achieved through the Strategic Plan (July 12)		

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Executive Rolling Programme: **September 2013**

Final Decision Maker	Meeting / Decision Date	Issue Type: • **KEY** • **Budget & Policy Framework Item (B&PF)** • Non Key	Report Title	Purpose	Directorate and Lead Officer
Audit & Governance Committee	6/9/13	N/A	Counter-fraud and Corruption Policies – Biennial Review		Corporate Services / David Powell
Audit & Governance Committee	6/9/13	N/A	Whistle Blowing Policy – Biennial Review		Corporate Services / David Powell
CABINET Portfolio – CM FM	19/09/13	Non Key	Budget Monitoring Report	To report the financial position for both Revenue and Capital.	Corporate Services / David Powell
Council	27/9/13				

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GENERAL OVERVIEW AND SCRUTINY COMMITTEE ITEMS – SEPTEMBER 2013			O&SC PRE-DECISION PRIOR TO:	
MEETING/ BRIEFNG DATE	**ITEM**	**PURPOSE**	**A&G Committee Cabinet Council**	**Meeting Date**
3 September 2013				

HEALTH AND SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE ITEMS – SEPTEMBER 2013			O&SC PRE-DECISION PRIOR TO:	
MEETING/ BRIEFNG DATE	**ITEM**	**PURPOSE**	**A&G Committee Cabinet Council**	**Meeting Date**

Executive Rolling Programme: **October 2013**

Final Decision Maker	Meeting / Decision Date	Issue Type: • KEY • Budget & Policy Framework Item (B&PF) • Non Key	Report Title	Purpose	Directorate and Lead Officer
Audit & Governance Committee	15/10/13	N/A			
CABINET Portfolio – CM FM	17/10/13	Non Key	Budget Monitoring Report	To report the financial position for both Revenue and Capital.	Corporate Services / David Powell

GENERAL OVERVIEW AND SCRUTINY COMMITTEE ITEMS – OCTOBER 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO: A&G Committee Cabinet Council	Meeting Date
7 October 2013	Root and Branch Reviews	To consider Phase 3 of the Reviews (as they relate to this Committee)		
7 October 2013	Task and Finish Group – Income and Charging - Projected additional income	Overview and Scrutiny Committee 19 March 2012 added to the Task and Finish Report that a report be made in October 2013 setting out how much of the projected additional income had been achieved and reviewing the intended and unintended consequences of new/additional charges.		

HEALTH AND SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE ITEMS – OCTOBER 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO: A&G Committee Cabinet Council	Meeting Date
11 October 2013				

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Executive Rolling Programme: **November 2013**

Final Decision Maker	Meeting / Decision Date	Issue Type: • **KEY** • **Budget & Policy Framework Item (B&PF)** • Non Key	Report Title	Purpose	Directorate and Lead Officer
Audit & Governance Committee	26/11/13				
CABINET Portfolio – CM FM	21/11/13	Non Key	Budget Monitoring Report	To report the financial position for both Revenue and Capital.	Corporate Services / David Powell
CABINET Portfolio – CM CS	21/11/13	Non Key	Integrated Corporate Performance Report Q2		Corporate Services / David Powell

GENERAL OVERVIEW AND SCRUTINY COMMITTEE ITEMS – NOVEMBER 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO: **A&G Committee** **Cabinet** **Council**	**Meeting Date**
11 November 2013				

HEALTH AND SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE ITEMS – NOVEMBER 2013

MEETING/ BRIEFNG DATE	ITEM	PURPOSE	O&SC PRE-DECISION PRIOR TO: **A&G Committee** **Cabinet** **Council**	**Meeting Date**
7 November 2013				

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