Borough of Tamworth

Marmion House,
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Staffordshire B79 7BZ.

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CORPORATE SCRUTINY COMMITTEE

2 July 2019

Dear Councillor

A Meeting of the Corporate Scrutiny Committee will be held in **Committee Room 1, Marmion House, Lichfield Street, Tamworth, B79 7BZ on Wednesday, 10th July, 2019 at 6.00 pm.** Members of the Committee are requested to attend.

Yours faithfully

Chief Executive

A G E N D A

NON CONFIDENTIAL

1   **Apologies for Absence**

2   **Minutes of the Previous Meeting** (Pages 5 - 8)

3   **Declarations of Interest**

To receive any declarations of Members' interests (personal and/or personal and prejudicial) in any matters which are to be considered at this meeting.

When Members are declaring a personal interest or personal and prejudicial interest in respect of which they have dispensation, they should specify the nature of such interest. Members should leave the room if they have a personal and prejudicial interest in respect of which they do not have a dispensation.

4   Chair's Update

5   Responses to Reports of the Corporate Scrutiny Committee

To receive an update on responses received to reports of the Corporate Scrutiny Committee.

6   Consideration of Matters referred to the Corporate Scrutiny Committee from Cabinet / Council

Discussion item.

7   Working Group Updates

8   2019/20 Forward Plan

Discussion item – link to the Forward Plan for 2019 /2020

http://democracy.tamworth.gov.uk/mgListPlans.aspx?RPId=120&RD=0&bcr=1

9   Corporate Scrutiny Committee Work Plan (Pages 9 - 10)

Update and discussion on the Corporate Scrutiny Committee Work Plan.

10   Interim Update on Member Induction (Pages 11 - 14)

(Report of the Executive Director Organisation)

11   Exclusion of the Press and the Public

To consider excluding the Press and Public from the meeting by passing the following resolution:-

"That in accordance with the provisions of the Local Authorities (Executive Arrangements) (Meeting and Access to Information) (England) Regulations 2012, and Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during the consideration of the following business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1, 2, 3 and 4 of Part 1 of Schedule 12A to the Act and the public interest in withholding the information outweighs the public interest in disclosing the information to the public"

At the time this agenda is published no representations have been received that this part of the meeting should be open to the public.

12   Review of Cleaning Services (Pages 15 - 18)

(Report of the Assistant Director, Assets)

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Access arrangements

If you have any particular access requirements when attending the meeting, please contact Democratic Services on 01827 709267 or e-mail democratic-services@tamworth.gov.uk. We can then endeavour to ensure that any particular requirements you may have are catered for.

Filming of Meetings

The public part of this meeting may be filmed and broadcast. Please refer to the Council's Protocol on Filming, Videoing, Photography and Audio Recording at Council meetings which can be found here for further information.

The Protocol requires that no members of the public are to be deliberately filmed. Where possible, an area in the meeting room will be set aside for videoing, this is normally from the front of the public gallery. This aims to allow filming to be carried out whilst minimising the risk of the public being accidentally filmed.

If a member of the public is particularly concerned about accidental filming, please consider the location of any cameras when selecting a seat.

FAQs

For further information about the Council's Committee arrangements please see the FAQ page here

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To Councillors: T Jay, B Price, R Bilcliff, R Claymore, R Ford, S Goodall, Dr S Peaple, P Standen and M Summers

MINUTES OF A MEETING OF THE
CORPORATE SCRUTINY COMMITTEE
HELD ON 12th JUNE 2019

PRESENT: Councillor T Jay (Chair), Councillors B Price, M Bailey, P Brindley, R Claymore, Dr S Peaple, P Standen and M Summers

The following officers were present: Stefan Garner (Executive Director Finance), John Day (Knowledge, Performance and Insight Co-ordinater) and Jo Hutchison (Democratic Services, Scrutiny and Elections Officer)

Apologies received from: Councillor(s) R Bilcliff, R Ford and S Goodall.

1   APPOINTMENT OF VICE-CHAIR

RESOLVED: That Councillor Ben Price be appointed as Vice-Chair

(Moved by Councillor R Claymore and seconded by Councillor M Summers)

2   DECLARATIONS OF INTEREST

There were no Declarations of Interest

3   MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 13th March 2019 were approved and signed as a correct record.

(Moved by Councillor M Summers and seconded by Councillor Dr S Peaple)

4   CHAIR'S UPDATE

There was no Chair's update.

5   RESPONSES TO REPORTS OF THE CORPORATE SCRUTINY COMMITTEE

The recommendations from this Committee, as recoded in the minutes of the Corporate Scrutiny Committee on 13 March 2019, were reported to the Cabinet meeting on 11 April 2019.

6   CONSIDERATION OF MATTERS REFERRED TO THE CORPORATE SCRUTINY COMMITTEE FROM CABINET / COUNCIL

It was agreed that any 12 month review of the implementation of any Cabinet and / or Council decisions would be considered under the Work Plan item.

7   QUARTER FOUR 2018/19 PERFORMANCE REPORT

The Report of the Leader of the Council on Quarter 4 Performance 2018/19 which provided the Committee with a performance update and financial health check was received by the Corporate Scrutiny Committee. It was noted that the report would be considered by Cabinet on 2nd July 2019.

The Executive Director, Finance and the Knowledge, Performance and Insight Co-ordinator attended the meeting to respond to queries raised by the Committee.

The Executive Director, Finance reported that the progress on the corporate plan actions, performance measures and corporate risks were largely green, that the report provided an overview of the impact of welfare benefit reform changes, an MTFS update section, which reflected what was approved as part of eth budget process and the financial health check for the financial year end.

The Committee discussed the following areas and sought clarification on:
- Housing and universal credit figures – the Executive Director Finance, circulated an updated section with corrected content, which showed that there were 645 Universal credit claimants within the Council's housing stock and outlined that there were actions in place, including a new corporate project group to support tenants and to protect the Council's rent income;
- The increased percentage of non-council tenants who were in arrears. It was reported that the corporate project group would consider council tenant and non-council tenant arrears as part of their work;
- The completion date for the works on the Assembly Rooms;
- The strategy for the Enterprise Centre, its budgetary position and whether the key performance indicators were appropriate and whether this could be considered further;
- Office 365 roll out and the expected completion date for this project.

The Committee agreed the following actions:
- That the corporate project group's work extend to cover council tenant and non-council tenant arrears as part of their work;
- That the completion date for the Assembly Rooms be clarified;
- That an update on Office 365 be provided, including the expected completion date for the roll out and the rational for the roll-out.

The Committee thanked the Executive Director Finance and the Knowledge, Performance and Insight Co-ordinator, who then left the meeting.

RESOLVED   That Corporate Scrutiny Committee;

Endorsed the contents of this report.

(Moved by Councillor M Summers and seconded by Councillor Dr S Peaple)

8   WORKING GROUP UPDATES

The only Working Group which remained ongoing from the last municipal year related to the Support for Members Communication sub-group, which would be considered under the Work Plan.

9   2019/20 FORWARD PLAN

The Committee considered the Forward Plan and agreed to consider the Forward Plan at each meeting in order to identify items to add to the Committee's Work Plan. The Committee identified that it would add the following items to its Work Plan for review at the appropriate time:

- Market Tender
- Review of Cleaning Services

10   CORPORATE SCRUTINY COMMITTEE WORK PLAN

The Committee considered and updated the Committee Work Plan (as set out below):

Corporate Scrutiny Work Plan

Work Plan 2019 - 2020	
DATE	**SUBJECT**
July 2019	**Member induction update**
July 2019 (tbc)	**Garage Sites**
July 2019	**Review of Council Cleaning Services**
August 2019	**Customer Portal – update on progress**
TBC 2019	**Town Centre Strategy update**
October 2019	**Member Training update**
October 2019	**Review of senior management restructuring**
TBC	**Review of Cabinet decisions over previous 12 month period**
November 2019	**Private Sector Housing Enforcement Policy – 12 month update**

December 2019	**Asset Management Review update (including town centre) – Councillor R Pritchard to be invited**
TBC	**Corporate investment strategy**
TBC	**Quarterly Performance working group to be established (Thomas Jay, Simon Peaple, Patrick Standen, Rosey Claymore + others)**
TBC	**Market Tender**

Upcoming Corporate Scrutiny Committee Meetings
10th July 2019
14th August 2019 (QPR Q1 focus)
8th October 2019
14th November 2019 (QPR Q2 focus)
5th December 2019
5th February 2020 (QPR Q3 focus)
12th March 2020

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Chair

Corporate Scrutiny Work Plan

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REPORT OF THE EXECUTIVE DIRECTOR ORGANISATION

INTERIM UPDATE REPORT ON MEMBER INDUCTION AND ICT SUPPORT TO MEMBERS

EXEMPT INFORMATION
None

PURPOSE
This report provides an update to the Committee on Member Induction following the May 2019 Local Elections, in light of the recommendations of this Committee to Cabinet on:
- 25 February 2019;
- 11 April 2019.

RECOMMENDATIONS

The following are recommended to Committee for its consideration and recommendation to Cabinet:

1. To endorse the recommendations on Member Induction that have been implemented through the Member Induction Programme, through amendment to the Constitution in respect of the supply of paper to members and the creation of the MembersZone.
2. To endorse the ICT support to members that was implemented during May 2019 for newly elected members.
3. To endorse the recommendation that feedback will be sought from members on the implementation of the Member Induction Programme and the ongoing training programme and the results of this feedback will be provided to the Committee within 6 months.
4. To endorse the recommendation that an update on the level of member attendance at all training sessions will be made available to the Committee.

EXECUTIVE SUMMARY

Following discussion early in the municipal year 2018/19, the Committee had agreed to set up a working group to address support for new and existing members, which split into three sub-groups covering:

- Member induction
- ICT Support to members; and
- Information exchange with members

The Member induction and ICT support for members sub-group completed their work and made recommendations to Cabinet in February and April 2019. The Information exchange with members sub-group has not yet been completed as its work on this is considered to be a broader piece of work however, the creation of the MembersZone will provide the platform to support the technological solution.

Member Induction

The following recommendations were made to Cabinet (February 2019):

1. At signing of the declaration newly elected and returning members would receive an updated list of officers and details of their responsibilities.
2. At the earliest opportunity post local election existing members would receive an updated list of officers and details of their responsibilities.
3. At signing of the declaration newly elected and returning members would receive "First point" of contact details.
4. At the earliest opportunity post local election existing members would receive "First point" of contact details.
5. Contact details of officers and information regarding how and who to escalate issues with would be circulated to all members in full at the start of the municipal year.
6. Updates from Cabinet members and senior officers highlighting key projects of the year, risks and challenges against their corporate plans would be presented to all members at the earliest opportunity post the Council's AGM.
7. Where scrutiny receives reports, papers must be updated with the latest information, including Cabinet papers as appendices.
8. The supply of paper to members be removed from the constitution and printed copies of reports to be administered on a case by case assessment.

To implement those recommendations, officers from HR, ICT and Democratic Services formed a 'Task and Finish' group in order to expedite those recommendations as quickly as possible. As a result of their work a detailed Member Induction and Ongoing Training Programme was provided to newly elected members when they signed their Acceptance of Office.

Further, as part of the Member Induction Programme, the 10 newly elected members were invited to attend a Welcome event which provided such members with an introduction to the Council's Vision and to key officers, including members of the Corporate Management Team as well as all Statutory Officers. This Welcome meeting also highlighted the key corporate priorities for the Council and provided the newly elected members with an overview of finance within Local Government.

MembersZone, a new intranet based resource for all members was launched on 15 May 2019. MembersZone provides information to members and details of all training and how to access other useful resources. It aims to improve officer/member communications through a user-friendly, content rich site. Also included on this site is the Key Officer Contact List, which was requested by the Committee.

The Constitution has been reviewed and an updated version agreed at the Annual Council Meeting in May 2019, which has removed from the Constitution (at Schedule 14) the right for members to be supplied with paper.

All 10 newly elected Councillors were invited to attend a Local Government Association (LGA) Regional Event to provide support to newly elected Councillors. Furthermore the 10 newly elected Councillors were also invited to attend a tailored Data Protection and Freedom of Information Workshop.

There has been further training rolled out which all Councillors were invited to attend:
- planning
- licensing
- safeguarding

In terms of further developing relationships between officers and Councillors further informal sessions with members of CMT and their teams are planned.

There is also further training designed to help support members in their role which will be rolled out over the remainder of this Municipal Year.

ICT Support to members

The following recommendations were made to Cabinet (April 2019):

- A pool of five IT devices, which were fit for purpose, to be available for Councillors;
- Initial IT training to be made available to Councillors as soon as reasonably practicable after election, and by no later than the first full Council meeting of the new Municipal Year.

Arrangements were put in place to consult with any newly elected Councillors, without a Tamworth Borough Council device, on the type of device they preferred at a meeting with the Head of IT and Information Services, which took place for 3 of the 4 newly elected members on the day that they accepted their Office.

All 10 newly elected members were invited to attend a 'Techy' Session, in the week commencing 13 May 2019 (two separate sessions were run). At this session, any new IT devices were issued and an overview of the following was provided:
- How to log in to Tamworth Borough Council resources from a range of devices
- Information & Resources; Websites
- ModGov and how to access Council and committee meeting agendas and papers (including confidential reports)
- Training and ongoing support available
- ICT Policies

The 4 newly elected members, who did not already have a Tamworth Borough Council device, were issued with devices and given IT training before the first full Council meeting of the year.

OPTIONS CONSIDERED

Given the request from this Committee following consideration of the working group's recommendations and the Council discussion at the State of Tamworth debate meeting it was felt appropriate to implement the recommendations made.

RESOURCE IMPLICATIONS

Existing staff resources from Democratic Services, HR, ICT and across the Council have been utilised to support the implementation of the new Member Induction Programme and the ICT support to members.

LEGAL/RISK IMPLICATIONS BACKGROUND

None.

EQUALITIES IMPLICATIONS

The newly developed Member Induction Programme is completely adaptable in terms of time/pace, place and method of delivery as well as enabling officers the opportunity to provide additional support to members with specific needs.

SUSTAINABILITY IMPLICATIONS

None

REPORT AUTHOR

Jo Hutchison, Democratic Services, Scrutiny and Elections Officer
Ani Goodwin, Executive Director Organisation

LIST OF BACKGROUND PAPERS

Report to Cabinet, 25 February 2019
Report to Cabinet, 11 April 2019

APPENDICES

None

By virtue of paragraph(s) 1, 2, 3, 4 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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