



CHELTENHAM

BOROUGH COUNCIL

Notice of a meeting of Overview & Scrutiny Committee

Wednesday, 10 October 2012
6.00 pm
Pittville Room - Municipal Offices

Membership	
Councillors:	Duncan Smith (Chair), Klara Sudbury (Vice-Chair), Nigel Britter, Barbara Driver, Colin Hay, Helena McCloskey, Ian Bickerton, Andrew Wall, Jo Teakle and Diane Hibbert

The Council has a substitution process and any substitutions will be announced at the meeting

Agenda

1.		APOLOGIES	
2.		DECLARATIONS OF INTEREST	
3.		MINUTES OF THE LAST MEETING Approve the minutes of the last meeting held on 16 July 2012	(Pages 1 - 6)
4.		PUBLIC QUESTIONS, CALLS FOR ACTIONS AND PETITIONS None received to date.	
5.		MATTERS REFERRED TO COMMITTEE No matters referred to committee.	
6.		FEEDBACK FROM OTHER SCRUTINY MEETINGS ATTENDED Feedback from Gloucestershire Scrutiny Group – 4 October 2012 attended by Councillor Penny Hall and Rosalind Reeves, Democratic Services Manager Feedback from Gloucestershire Police and Crime Panel – 14 September 2012 attended by Councillor Helena McCloskey	
7.		SCRUTINY PROCEDURES AND GUIDES To approve the guides to overview and scrutiny produced by Democratic Services for the council's website.	(Pages 7 - 22)

8.		GENERAL UPDATE ON SCRUTINY TASK GROUPS <ul style="list-style-type: none"> - General update on all scrutiny task groups - Terms of reference for STG - Youth Services - Terms of reference for STG - UBICO review 	(Pages 23 - 28)
9.		REPORT OF THE SCRUTINY TASK GROUP - EVENT MANAGEMENT The report of the scrutiny task group will be presented by Councillor Penny Hall, the chair of the group and the O&S committee are asked to endorse the report before it goes to Cabinet.	(Pages 29 - 50)
10.		REPORT OF THE SCRUTINY TASK GROUP - ICT REVIEW The report of the scrutiny task group will be presented by Councillor Colin Hay, the chair of the group and the O&S committee are asked to endorse the report before it goes to Cabinet.	(Pages 51 - 60)
11.		SCRUTINY WORKPLAN To approve the latest scrutiny workplan and consider any issues members wish to raise to be considered for inclusion.	(Pages 61 - 64)
12.		DATE OF NEXT MEETING Date of next meeting: 26 November 2012	

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Overview & Scrutiny Committee

Monday, 16th July, 2012
6.00 - 7.05 pm

Attendees	
Councillors:	Duncan Smith (Chair), Klara Sudbury (Vice-Chair), Nigel Britter, Barbara Driver, Colin Hay, Andrew Wall, Charles Stewart and Wendy Flynn
Also in attendance:	Councillor Penny Hall, Councillor Jacky Fletcher, Councillor Anne Regan, Councillor Tim Harman, Councillor Steve Jordan, Councillor Jon Walklett and Councillor Roger Whyborn

Minutes

1. APOLOGIES

Apologies were received from Councillors Jo Teakle and Helena McCloskey and Councillors Wendy Flynn and Charlie Stewart were attending as their substitutes.

2. DECLARATIONS OF INTEREST

None declared.

3. MINUTES OF THE LAST MEETING

The minutes of the last meeting held on 28 May 2012 were approved as a correct record.

4. PUBLIC QUESTIONS, CALLS FOR ACTIONS AND PETITIONS

None received.

5. MATTERS REFERRED TO COMMITTEE

A motion regarding the Sex Trade in Cheltenham had been referred by Council and was to be dealt with under agenda item 9.

Councillor Hay referred to a motion regarding pub closures which had been carried by Council in March and no action had subsequently been taken. Although it had not been specifically referred to scrutiny, he asked if this committee might consider it as a potential topic. The chair agreed to put it on the agenda for the next meeting.

6. WARDEN HILL ELECTIONS

A report of the investigating officer, Marie Rosenthal, to Andrew North, Chief Executive and Returning Officer for Cheltenham Borough Council, had been circulated with the agenda. The report documented the findings of an

investigation into ballot paper issue error at St Christopher's Church polling station, Warden Hill ward, Cheltenham during the May 2012 local elections. A complaint was made by an Elector who had noticed that the Poll Clerk at that polling station had written her unique voter number on the back of her ballot paper before handing it to her. An investigation had been commissioned by the Returning Officer and concluded that a combination of human error and failures by the polling station staff at the St Christopher's Church Hall polling station caused the error. The report made a number of recommendations for staff training arrangements and more effective use of Polling station inspectors intended to prevent a reoccurrence of such an error in the future. The investigating officer concluded that this was a serious matter where up to a quarter of the voters had been disenfranchised. She assured members that the procedures operated by the council met best practice but there was always a risk that human error would cause a problem. In this case all the safeguards in place did not trap the error but once it was identified, immediate steps were taken to correct it. She was confident that implementation of the recommendations in the report would manage this risk in the future.

Members were concerned that members of the public had queried the practice of writing the voter number on the back of the ballot paper earlier in the day but on each occasion had been assured by officers that they were following the right procedures. They asked whether these queries had been recorded and why the matter had not been raised with the inspector or the elections office.

The investigating officer acknowledged that there had been queries from the public earlier in the day and that officers were of the view that they were absolutely right in what they were doing. They had rung the elections office regarding other queries but had not asked for clarification on this particular procedure. She advised that the presiding officer in the polling station did maintain a log but it tended to be used for recording issues relating to the premises. It could be used to record queries from the public. The inspector usually visited polling stations twice during the day to pick up postal votes and would be on hand to answer any questions. On this occasion the matter of ballot papers was not raised with the inspector on their visits.

Councillor Regan, as the ward member for Warden Hill, was invited to speak by the chair. She questioned why all four officers had attended the same training and still made this mistake. She also questioned why the form used to record voter numbers was not being used.

The investigating officer assured members that the 'corresponding numbers list' was being used to tick off check voter numbers as the public arrived. She had received feedback from the polling staff that they did not enjoy the training and were quite critical of it and one member of the polling staff had arrived late.

Members suggested that the training needed to be more rigorous and include staff acting out various scenarios rather than just the demonstrations. Possibly there should be a test at the end which staff had to pass.

The investigating officer thought this was a good idea but did highlight that it was often a struggle to find the necessary number of staff for an election, in Cheltenham's case this was about 800. In the forthcoming elections in November for the police and crime commissioner, there would need to be

training in transferable voting and the option of a test had been considered but there was still doubt about the practicality.

Andrew North, speaking as the Returning Officer, emphasised that the running of the election was his personal responsibility. This had been a serious occurrence and he would be actioning all the recommendations in the report to ensure that a similar error would not happen again. He said that the training was critical and he had personally attended some of the sessions. He acknowledged that the style of the current training might not suit everyone so this would be reviewed. He welcomed the suggestion from members. He did not see anything unsurmountable in the more interactive demonstrations suggested and would consider the option of a test. Regarding the third recommendation in the report, the investigating officer had already contacted the Electoral Commission and they had agreed to review the text but unfortunately it was too late for the latest print run.

The chair thanked the investigating officer for a very good report and for her attendance at the meeting.

Resolved that the Returning Officer be recommended to action the following additional recommendation to those in the report:

That a register of significant queries and complaints raised by members of the public is maintained at each polling station and a procedure is in place to escalate these queries with the elections office and/or the inspector.

7. APPOINTMENT OF A SCRUTINY SUB-COMMITTEE

The Chair introduced the report which had been circulated. The report explained that the new arrangements for Overview and Scrutiny which were considered by Council in December 2011 and March 2012 made provision for the O&S committee to set up one or more sub-committees in support of its functions. As this committee meets bi-monthly it is anticipated that sometimes there might be a need to set up a scrutiny task group (STG), consider a call-in request or receive recommendations from a STG as an urgent matter. A sub-committee could be set up for this purpose as it would facilitate the arrangement of an urgent meeting at short notice and ensure the item of business was dealt with expeditiously.

Some members were concerned as to when the sub-committee would be called and felt that a call-in should be debated by the whole committee.

In response the chair said that the decision to call a meeting of the sub-committee would be at the discretion of the chair. He emphasised that it would only be used for procedural matters which needed to be dealt with urgently. In the case of call-in it may be necessary to call a sub-committee to refer the call-in to another body but it was not intended that the sub-committee would debate the call-in in detail.

Councillor Hay suggested that the decision of the chair to call a sub-committee should be in consultation with the vice-chair and the lead member of the other political group. It would also be useful to have one substitute for each member of the sub-committee.

Resolved that:

- 1. The Overview and Scrutiny sub-committee be established in accordance with political proportionality (2 Lib Dem, 1 Conservative and 1 PAB) including substitutes and that Councillors Smith, Hibbert, Sudbury be appointed and one other Lib Dem and substitutes to be advised.**
- 2. The functions of the sub-committee be as set out in Appendix 2.**
- 3. That the chairman and vice chairman of the sub-committee be appointed at their first meeting.**

8. FEEDBACK FROM OTHER SCRUTINY MEETINGS ATTENDED

Councillor Penny Hall updated members on her attendance at the Gloucestershire Scrutiny Group held on 8 July at Shire Hall. A summary of the matters raised had been circulate with the agenda.

Councillor Sudbury circulated a written update regarding her attendance at the Gloucestershire Health, Community and Care Overview and Scrutiny Committee at Shire Hall on 10 July 2012, a meeting of the Gloucestershire Community Safety Police and Crime Panel held at Shire Hall on 10 July 2012 and the inaugural meeting of the Gloucestershire Police and Crime Panel held at Shire Hall on 10 July 2012.

The chair asked Councillor Sudbury to supply an electronic copy of the update which could be circulated with minutes.

He invited members to highlight any issues from the updates that they wished to follow up or possibly have as a future agenda item.

9. UPDATES FROM SCRUTINY TASK GROUPS

The chair referred members to the summary which had been circulated with the agenda. This listed all the potential scrutiny task groups as well as other bodies where O&S was required to make a nomination or have some input. He did not intend to go through this in detail.

It was noted that Councillor Driver had confirmed that she would like to join the Youth Services scrutiny task group.

Regarding the Joint Planning Liaison Group, the task group had now met twice and agreed some amended terms of reference which had been circulated at the start of the meeting. These were agreed.

Regarding the Event Submission Working group, Councillor Hall, as a member of the group, reported that it had met last week to review the final draft of an event submission form it had been developing. This was a very important topic to get right and with the holiday season approaching, the final report would not be ready to bring back to this committee in September. It was agreed that this would be deferred until the November meeting.

With regard to the review of the Sex Trade in Cheltenham the draft terms of reference had been circulated with the agenda. It was noted that Councillor Chard had expressed an interest in joining the group. Councillor Driver, as the proposer of the motion at Council, was happy with the terms of reference. Regarding the potential of a one-day enquiry she highlighted that some members of the public may want to speak to the committee in private. The chair responded that the level of confidentiality would be a matter for the working group to resolve.

A review of allotments had been proposed by Councillor Regan and draft terms of reference for a STG had been circulated with the agenda. Invited to speak by the chair, Councillor Regan highlighted a number of concerns arising from the Weavers Field matter which needed to be followed up, including the lack of financial figures. The council also received a number of queries from the public on unattended allotments and the council's policy on this needed to be reviewed.

A member suggested that the working group should also work with other parties to consider how potential allotment land in other ownership could be progressed. Others suggested that the group should liaise with members of the garden share programme under vision 21 and review the strategy for shared allotments. The chair suggested these matters could be picked up as part of the allotment strategy. Referring to the terms of reference for the review he highlighted that i) to iv) were very much forward looking and v) was retrospective with the aim of identifying any lessons to be learnt from Weaver's Field. The outcome of the review would be an allotment strategy that was fit for purpose.

The Chief Executive suggested that the working group might like to consider co-opting a parish council member as parish councils have responsibility for allotments in parished areas. The chair said that this and any other gaps on the form would be for the working group to consider. On this basis the terms of reference were agreed.

A review of the maintenance by the council of the grass verges throughout the borough had been proposed by Councillor Hall and draft terms of reference for a STG had been circulated with the agenda. Invited to speak by the chair, Councillor Hall said this issue was very important and she was looking for short-term practical improvements to come out of it. It was also addressing an issue of public concern.

Member suggested that the review should also look at weed control, parking and churning up of grass verges and the response to public complaints.

The committee considered whether this review should be consolidated into the scrutiny task group looking at UBICO planned to start in September. Councillor Hall was keen that this was a short-term practical piece of work and therefore should be kept separate. In response the chair said that the review of Ubico would be focusing on high-level performance figures and therefore agreed with Councillor Hall wanted this to be a separate piece of work.

Invited to speak by the chair, Councillor Jordan, highlighted that this was a county council function and therefore any recommendations would need to be

presented to the county council. In response the chair said the review was about how the money was used not the source of funding and the review may come up with recommendations requiring the council to renegotiate the service level agreement with the county. The county council should also be consulted as part of the review, The terms of reference were agreed accordingly.

A draft terms of reference for a proposed ICT review had been circulated. A commissioning review of ICT was now underway and a project brief was currently being drawn up. The Democratic Services Manager had produced some draft terms of reference for the scrutiny task group for consideration by the committee. The terms of reference were agreed.

Resolved that the following scrutiny task groups be set up with terms of reference as agreed at the meeting and the members as detailed below:

- 1. The Joint Core Strategy and Planning Liaison Group - Councillors Bickerton, Sudbury, Teakle, Harman, Chard, Godwin, Wall and McCloskey**
- 2. Sex Trade in Cheltenham - Councillors Driver, Seacome, Regan, Chard and Massey.**
- 3. Allotments – Councillors Regan, Smith, McCloskey, Britter and C Hay.**
- 4. Grass verge cutting – Councillors Hall, Fletcher and Britter.**
- 5. ICT review - Councillors Chard, Wall, Wheeler and C Hay.**

10. REVIEW OF SCRUTINY WORKPLAN

The committee noted the workplan which had been circulated with the agenda.

11. DATE OF NEXT MEETING

Thursday 13 September 2012.

Duncan Smith
Chairman

A guide to overview & scrutiny in Cheltenham

Purpose of this guide

This guide provides a comprehensive, informative resource for understanding how Overview and Scrutiny operates in the Borough – it is intended for Councillors, officers and members of the public alike.

More information and advice about specific aspects of Overview and Scrutiny is available as appendices to this document (please see contents below) or on the website – www.cheltenham.gov.uk

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4	A guide to scrutiny task groups

Foreword – Andrew North, Chief Executive

"Since 2000 we have seen a number of different models for overview and scrutiny emerge from the local government sector, and have learnt a fair amount about what works and what doesn't. As we moved to become a commissioning council, it was the right time to build on this learning and initiate a review of our scrutiny arrangements. Effective challenge of the Cabinet is a crucial part of scrutiny's role but we also wanted scrutiny to enable members to tackle issues of local concern and achieve positive outcomes for local people.

This guide captures some of that best practice as well as explaining our own arrangements here in Cheltenham. However, I am sure we would all recognise that processes and structures do not guarantee success. Success will ultimately be down to the enthusiasm and commitment of councillors to add value to policy development and constructively challenge the Cabinet when necessary. Strong officer support is also essential and successful scrutiny should also seek to involve the public in its work. This is an essential guide for everyone involved in carrying out this vital task and will help members provide robust review and constructive challenge."

What is overview & scrutiny?

Overview and Scrutiny aims to:-

- support the Council in achieving delivery of its Corporate Strategy
- promote open and transparent decision-making, democratic accountability and to hold the Cabinet to account for its actions
- achieve positive outcomes for the people of Cheltenham by monitoring and challenging service delivery to ensure it meets customer needs and encourage innovation and good practice
- be a member-led, non party-political review mechanism that works to improve the quality of life for Cheltenham residents
- play a central role in ensuring open and accountable democratic arrangements for the town

It will support the four principles of effective scrutiny advocated by the Centre for Public Scrutiny:-

- Provides 'critical friend' challenge to Executive policy makers and decision makers
- Reflects the voice and concerns of the public and its communities
- Is carried out by 'independent minded' members who lead and own the scrutiny process
- Drives improvement in the delivery of public services

When overview and scrutiny was first introduced, overview was often referred to as policy review. It seeks to involve itself before a decision is made, to bring information and ideas to the table to help improve decision making. It gave members a role in policy and decision making far earlier than had previously been possible. It also involves monitoring of on-going actions to ensure they are delivering the intended and best outcomes. Similarly a definition of scrutiny was defined. The scrutiny of decisions takes place after decisions have been made. It is an opportunity to question why a course of action was taken, and if necessary propose an alternative. Decisions can be monitored over a longer period of time to ensure that the intended outcomes are realised. In its strongest form it can stop a decision being implemented until it has been scrutinised using a mechanism called 'call-in'. In practice the two areas can often overlap.

In this guide the term 'overview and scrutiny' is frequently abbreviated to 'scrutiny'.

Scrutiny should be a member-led, non party-political review mechanism that works to improve the quality of life for Cheltenham residents. It should play a central role in ensuring open and accountable democratic arrangements for the town.

How does scrutiny work in Cheltenham?

Cheltenham has one scrutiny committee: the Overview and Scrutiny Committee (OSC), which manages and co-ordinates the scrutiny function in general and the work of the scrutiny task-groups. The OSC is made up of 10 non-executive members (non-Cabinet Members) and is politically balanced. It is chaired by a member from a party not forming part of the ruling administration. The OSC does not have decision-making powers, but can make recommendations on policy and service improvement to the Cabinet, Council, officers and partners. More information can be found on the committee pages on the Cheltenham Borough Council website and the Council's Constitution (Part 3C). Scrutiny task-groups are established by the OSC where it identifies topics/areas for in-depth investigation and review. Meetings of the OSC are generally open to members of the public and media to attend. The 5 main roles for Overview and Scrutiny are;

1. Holding decision makers to account

This can be either scrutinising decisions before they are taken, using the call-in process to scrutinise decisions before they are implemented or scrutinising decisions after implementation. These decisions can be those relating to both the Executive and non-executive functions i.e. this could be decisions taken by Cabinet, Cabinet Members, or officers under delegated powers.

2. Policy review

This can take many different forms, for example; examining the implementation of a policy or the co-ordination of policies across the council.

3. Policy development

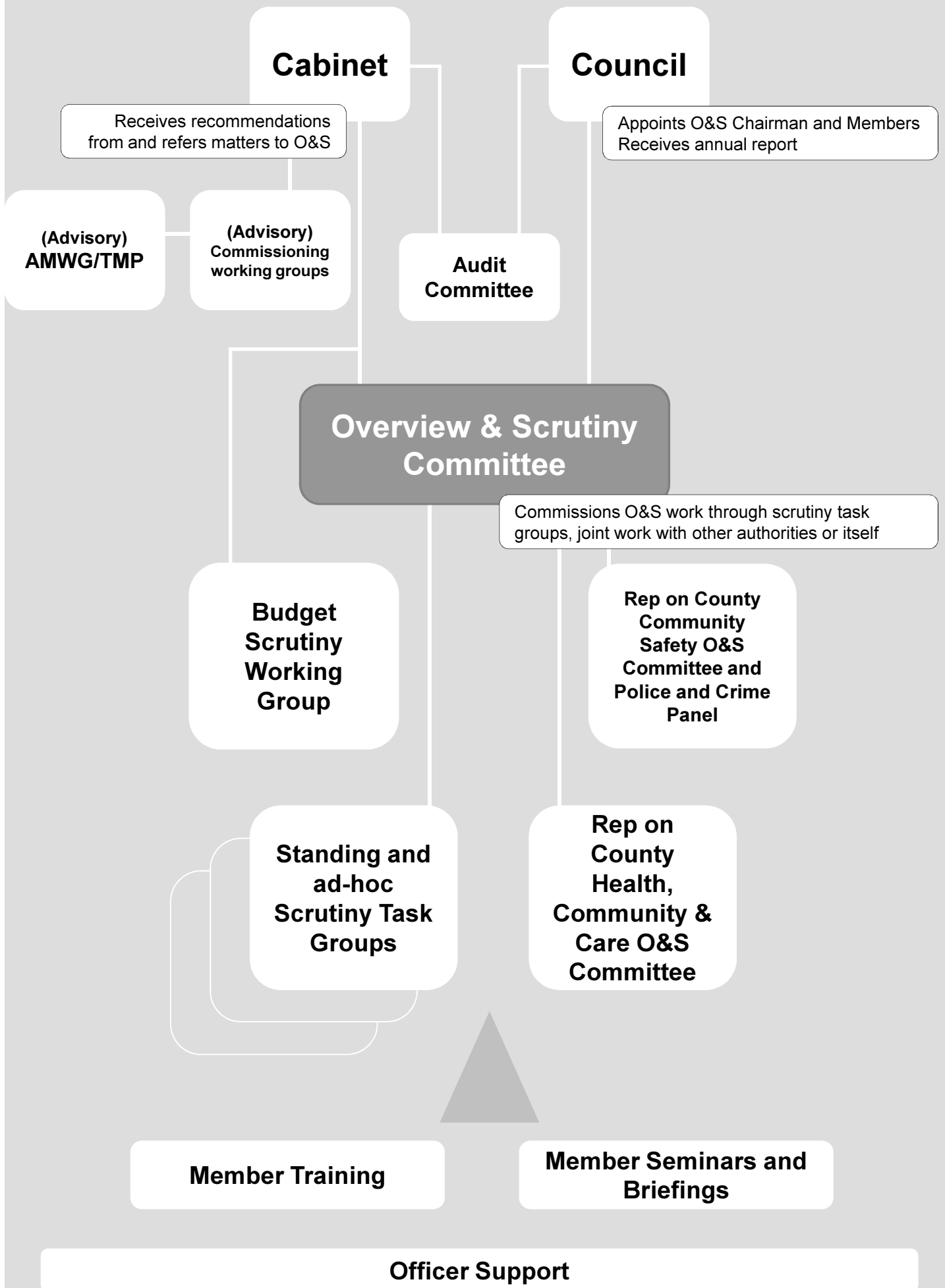
Although there is not always a clear distinction between reviewing and developing policy, the scrutiny process can be successful in finding and seeking to fill gaps in policy. In both cases Cabinet could request the OSC to undertake such a review in support of the Council's overall work programme.

4. Performance management

The OSC should include an element of performance management in their work plan to complement other forms of performance management already operating across the council. This will include performance management of commissioned services where the principles of scrutiny still apply and these services will consider any recommendations and feed back if they don't accept them.

5. External scrutiny

Scrutiny bodies are not limited to examining the council's own functions, but can consider anything which they feel affects the local area or residents. External bodies have no obligation to participate in a scrutiny review or take note of its recommendations, with the exception of health scrutiny, but are generally willing to participate.



Methods of conducting scrutiny

Scrutiny is undertaken using a number of methods in Cheltenham, as listed below;

- Reporting to or attending a scheduled meeting of the Overview and Scrutiny Committee (OSC) (the OSC meets at least seven times per year) or a scrutiny task group. Issues considered at scheduled meetings are determined by the committee's work programme. This is set by the committee at the beginning of the municipal year with in-year changes made as issues emerge. Committee meeting agendas will normally contain a number of items, which are considered by way of formal written report/discussion papers and dialogue with officers at meetings. The committee usually set out what they aim to achieve when they request a report/discussion paper and the kind of information they would like included. However, officers are expected to include any information that in their professional opinion would facilitate the committee achieving its aims. Under the new scrutiny arrangements, these detailed reports are more likely to be requested by a scrutiny task group rather than the OSC.
- Scrutiny task-groups – the OSC identify areas for in-depth investigation and review. For each of these topics a scrutiny task-group with non-executive members (non-Cabinet Members) is established. For more information please see 'A guide to scrutiny task groups' (Appendix 4).
- Briefing notes and Member seminars – it is generally accepted that items on the agendas of the OSC should be those that will enable members to contribute and add value to council activity. However, on occasions, members may require information on, for example; emerging priorities or new legislation, where the committee may not choose to undertake formal activity. Officers may be asked to present this information through a briefing note or a member seminar to respond to members' queries and to help build their understanding and awareness.
- Call-in – when a decision is taken by the Cabinet collectively, a Cabinet Member or by an officer, any member may 'call-in' that decision for consideration by the OSC within five days of the decision being made. If, having considered the decision, the OSC is still concerned about it, they may refer it to a scrutiny task group, who may in turn refer it back to the decision making person or body for reconsideration, setting out in writing the nature of its concerns, or refer the matter to full Council. No decision should be implemented before the call-in period has expired. This is particularly important for controversial decisions. Importantly, it is the decision making process rather than the decision itself that is the justification for call-in.

- Public Notice questions – are a mechanism by which members of the public or councillors can submit questions to the council. Questions may be referred to the OSC for consideration if they are strategic in content and fall within the OSC terms of reference (please see the Council’s constitution). The question will appear on the next available agenda of the OSC and the questioner will be invited to ask a concise supplementary question. Officers may be asked to attend the meeting to answer questions and assist members in any resulting discussions.
- Petitions – one of the methods available to the Council as part of its Petition Scheme is to refer it to the OSC for consideration. In such instances officers may be required to attend to respond to members’ questions and/or prepare a report. Furthermore petitions of more than 750 signatures can call for a senior officer to be ‘held to account’ at an OSC meeting. In addition, if a petitioner feels that the council has not dealt with their petition properly, he/she has the right to request that the OSC review the steps that the council has taken.
- Councillor Call for Action – the Councillor Call for Action (CCfA) is a mechanism that can be used by councillors to resolve issues of local (ward level) concern that have defied resolution elsewhere. If deemed to be valid by the Chief Executive and OSC Chair the CCfA will be referred to the OSC for consideration and/ or further action. Officers of the Council and/or partner authorities may be requested to prepare and finalise an OSC report within the necessary timescales, and provide other technical and background information to enable the OSC to respond to and participate in the discussion.

Democratic Services

There are no dedicated resources for scrutiny, instead it is supported by a team of officers within Democratic Services. The Team promotes the scrutiny function generally within the authority and provides advice and support to councillors, officers and members of the public. This may include research, analysis of data and support for task groups. The team also liaises with officers to request information and reports, and can offer advice and assistance throughout.

To find out more about the work of the scrutiny committee and/or task groups, or for advice and guidance, please do not hesitate to contact a member of Democratic Services:

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A public guide to scrutiny

How might I be involved?

The Overview and Scrutiny Committee (OSC) is responsible for ensuring that the overview and scrutiny process is operating effectively and making a difference for local people. As such, the people of Cheltenham (public) have a role to play and are encouraged to get involved.

Attending meetings of the Overview and Scrutiny Committee

The OSC will meet at least seven times a year and these meetings are open to the public; except where confidential (exempt) information is likely to be disclosed and the item(s) will be considered in private – this will be clearly set out on the agenda for the meeting in question, along with the reason why and these items will be marked 'Not for Publication'. Public participation at these meetings is at the discretion of the chairman.

Asking questions in advance of a meeting of the OSC

Any person registered as a local government elector for the Borough of Cheltenham may ask written questions to the Chairman about any matter falling within the terms of reference of the OSC (please see the Council's constitution).

Notice of questions must be received no later than 12 noon on the fourth working day before the day of the meeting. Each question must give the name and address of the questioner and confirm whether or not the questioner intends to attend the meeting.

No person may submit more than two questions (including sub-questions) at any one meeting and no more than two questions (including sub-questions) may be asked on behalf of one organisation.

More information about public questions is contained within the Council's constitution.

Co-opted Members

Scrutiny task-groups will sometimes draw on the experience and knowledge of people in the community and organisations by co-opting them to help with a review and to enable local people to have an active input into the scrutiny process.

The scrutiny task-group is responsible for the appointment and selection of co-opted members depending on the expertise needed to assist the scrutiny process.

Co-optee's have no voting rights but their views and opinions will be considered by the task-group when agreeing the recommendations. Once co-opted onto a group co-optees are entitled to claim expenses (travel, parking, etc).

Witnesses

Witnesses are essential to the overview and scrutiny process as they provide opinions and specialised information which help enable informed decisions that can ultimately benefit the people of Cheltenham. Being a 'witness' simply means coming along to answer some questions and telling Councillors what you think about a particular issue. A Witness Charter has been produced to guide witnesses through the process.

Raise a topic with your Ward Councillor

If there is a topic that you feel scrutiny could add value to then you can raise this with your Ward Councillor who can in turn suggest it for inclusion on the OSC work plan.

Petitions

If you have submitted a petition it may be referred to the OSC for consideration and as a petition organiser you would be invited to attend the meeting(s) and have your say. In addition, if you feel that the council has not dealt with your petition properly, you have the right to request that the OSC review the steps that the council has taken.

A councillor guide to scrutiny

How might I be involved?

The proper and effective scrutiny of the Council's policies and delivery of services is a crucial responsibility of democratically elected members and this guide aims to advise councillors in the exercise of this function.

Attending meetings of the Overview and Scrutiny Committee (OSC)

Members of the OSC must be free to carry out their work with the maximum independence and freedom to challenge and monitor Council policies and service delivery, they should not be subject to pressure from Cabinet Members on the nature or outcomes of their reviews, monitoring and other duties. However they must be aware of resource and budgetary constraints when determining their work plan and regular dialogue between members of the OSC and Cabinet Members is important for effective working.

Non-members of the OSC - meetings of the OSC are open to all councillors and non-members are welcome to attend, though non-member participation at these meetings is at the discretion of the Chair.

Cabinet Members – are free to attend meetings of the OSC and may from time to time request or be asked to provide an update on a particular topic or issue. They may be invited to attend meetings of a scrutiny task-group on a regular or ad-hoc basis.

Member of a scrutiny task group

All non-executive members (non-Cabinet Members) will be invited, by email or discussions within political groups, to form part of any task-groups which are established and these groups need not be politically proportionate. Members are encouraged to put themselves forward for topics in which they have a particular interest. Members of scrutiny task groups will be expected to take an active role in the work of these groups. More information about scrutiny tasks-groups is set out in the scrutiny task group guide (Appendix 4).

Proposing a topic for scrutiny

Any member can nominate a topic for scrutiny. Issues can also be referred to the OSC from Council and Cabinet or other bodies within the council. They may ask the OSC to undertake a review of a particular policy area as part of the Council's overall work plan. You may be approached by a member of the public regarding particular topics which you can put forward on their behalf for consideration for inclusion in the work plan. If a member wishes to nominate a topic for inclusion on the OSC work plan they must complete the scrutiny topic registration form.

An officer guide to scrutiny

How might I be involved?

Scrutiny is member led but the effectiveness of overview and scrutiny relies on the support of officers from across the council. Whilst some dedicated support is provided by Democratic Services, the in-depth information, expertise and experience in relation to services can only be provided by officers responsible for those services. If you work in a service area which is subject to scrutiny you may be asked to contribute in one or more of the following ways;

Attending meetings of the Overview and Scrutiny Committee

Often the Overview and Scrutiny Committee (OSC) will request written information and will ask an officer to come and present it to members. You will be informed of this request in advance, what the content should focus on and the deadlines by which it needs to be produced. If invited to attend the meeting you will be asked to make a short introduction and members of the committee will have the opportunity to ask you questions about the matter(s) under discussion.

Report using the template for Cabinet reports – this is relevant where the author is asking the OSC to formerly note a report, agree some recommendations or comment on a report which is going to Cabinet. The report should spell out in the summary why the report is being brought to the committee e.g. endorsing or commenting on the recommendations being made to Cabinet.

A template is available on the intranet and on the shared directory.

Discussion paper format – in this case the author is presenting some information to the OSC but not asking for any recommendations to be agreed. The information is presented under four main headings:

1. Why has this come to scrutiny
2. Summary of the issue
3. Summary of the evidence / information
4. Possible next steps for the committee

The aim is for the discussion paper to be brief and summarise the information in an easily readable form e.g. use of bullet points / tables, etc.

A template is available on the library drive on the intranet and shared directory.

Being involved in scrutiny task groups

There are a variety of ways in which you could be involved in scrutiny tasks groups and these are set out in detail in the scrutiny task group guide (Appendix 4). Generally these meetings will be less formal and reports will also be more informal.

Keeping members informed

On occasions, officers will be asked or will deem it necessary to provide members with information to respond to members' queries or to help build their understanding and awareness of a particular issue.

Briefing notes – provide information on a particular matter and can be circulated by email or in paper copy. Briefing notes do not form part of the formal OSC agenda and would therefore not be discussed.

A template is available on the library drive on the intranet and shared directory.

Member Seminars and Briefings – member seminars can be used or briefings arranged to communicate with members on a particular issue. Nine 'Member Seminars' are scheduled throughout the year, they are allocated on a first come basis and it is the responsibility of the organiser to make all arrangements and communicate these to members. Please refer to the intranet for more information. Any additional member briefings should also be listed in the Corporate Diary.

Being called to account

A petition may be submitted requiring an officer to be 'called to account'. The grounds for such a petition must relate to the officer's duties and not be personal.

Officers who can be called to account in this way include the Head of Paid Service, the statutory Finance and Monitoring Officers, the Executive Directors and the Directors. If such a petition is received the officer and any other officer the OSC considers appropriate will be required to attend a meeting of the OSC to answer questions. The OSC meeting will be in public and the organiser of the petition will be invited unless confidential information would be revealed. Any report or recommendations arising from it will be communicated to the petition organiser and placed on the Council's website.

A guide to scrutiny task groups

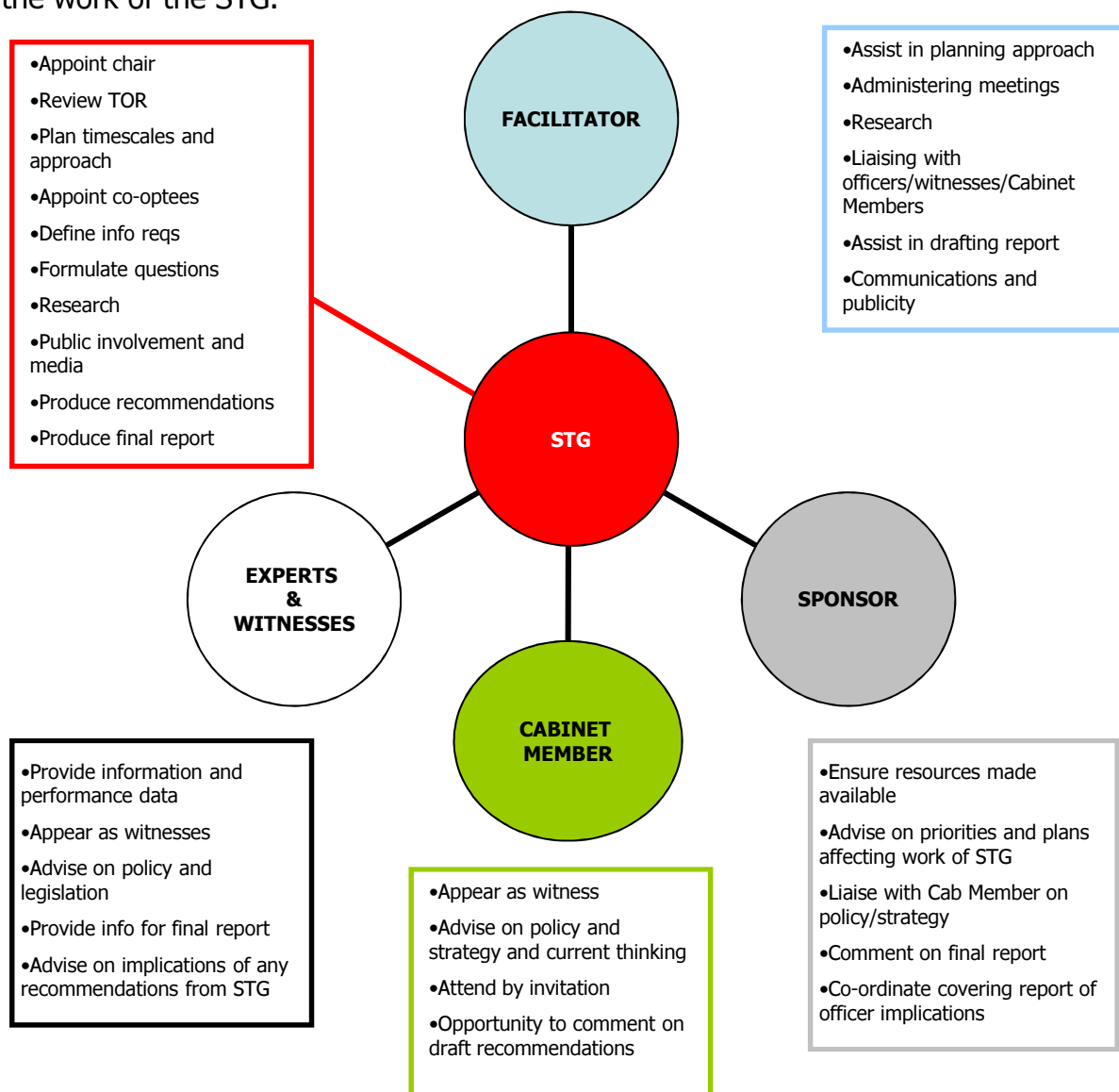
What is a scrutiny task group?

Scrutiny task groups (STG) are smaller than committees and are set up by the Overview and Scrutiny Committee (OSC) to examine specific issues in detail and they tend to work more flexibly and informally. The review could be of an existing policy or service but scrutiny task-groups can also look to develop new policies. Generally they have a fixed time frame and are dissolved once they have completed their work.

How does it work in Cheltenham?

Who is involved?

Scrutiny task-groups are made up of non-executive members (non-Cabinet Members) and this is not restricted to members of the OSC. Officers will support the work of the STG.



How do they gather information?

When establishing a STG the OSC will set it clear terms of reference. The STG will then develop their 'one page strategy' which will set out how they plan to approach the review. The STG can obtain information through many different media, including face-to-face interviews; questionnaires; focus groups; site visits; reports; and written submissions. The most common witnesses are Council Officers, representatives from partner agencies and service users.

How do they report their findings?

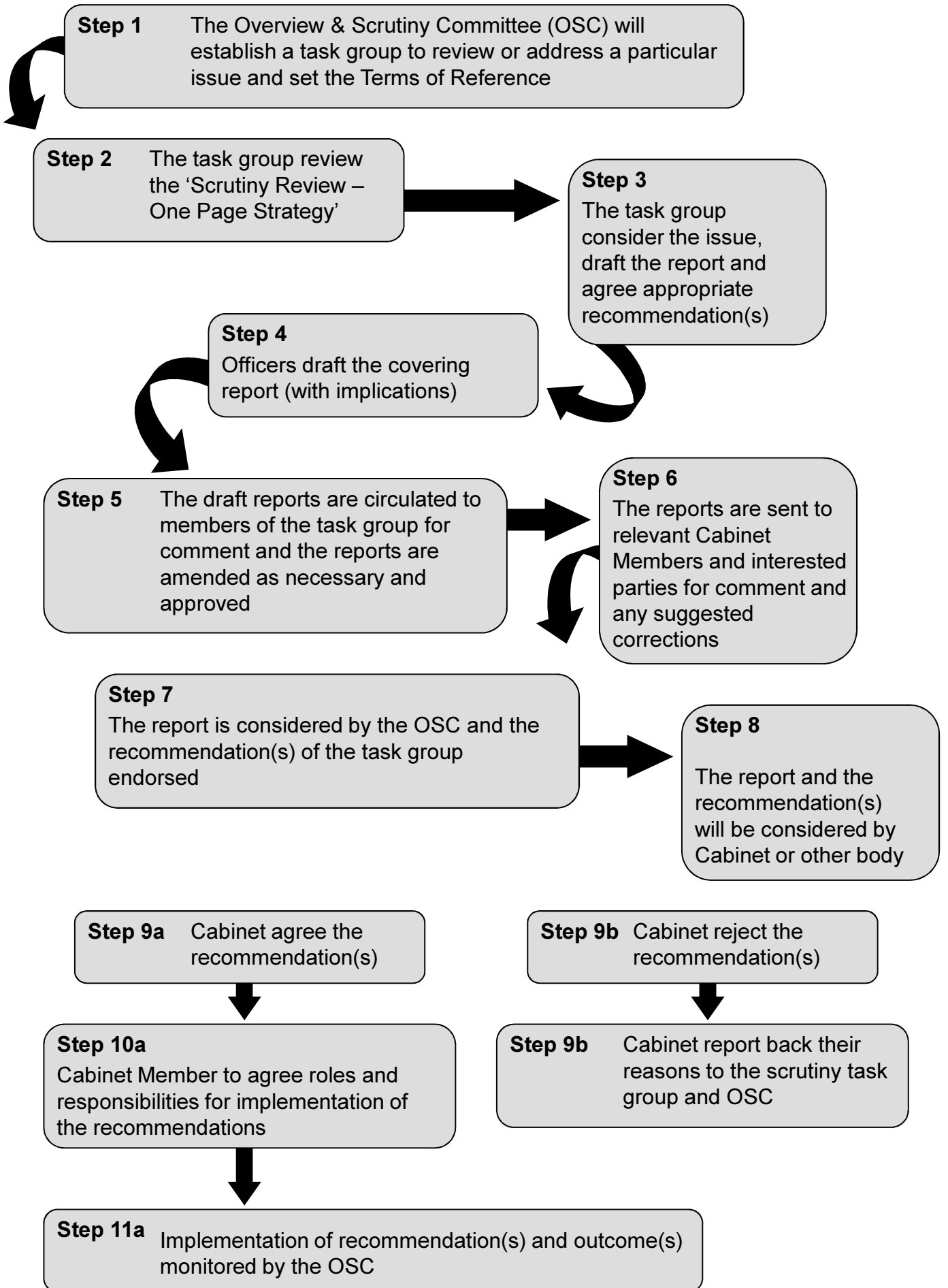
When the STG has finished gathering information, it will draft a report and agree its recommendations. Officers will support the STG and at the same time draft a covering report which includes HR, Legal and Financial implications associated with the recommendations being made by the STG. The STG will also consult on their report and give others such as the Cabinet Member, the opportunity to comment and suggest any corrections. The report will be considered by the OSC who will be asked to endorse the recommendations of the STG before the report is considered by Cabinet or other body.

What happens next?

The STG recommendations will be considered by Cabinet or other body and will either be agreed or rejected.

If the recommendations are agreed the OSC will monitor the implementation and outcome of the recommendations and review them, typically in 6 months time.

If the recommendations are rejected the reasons will be reported back to the STG and OSC.



List of all scrutiny task groups and other appointments related to Overview and Scrutiny

Overview and Scrutiny	Purpose	Agreed nominations/membership Chairs in bold	Co-optees	Facilitating Officer	Sponsoring Officer	Experts and witnesses	Resource estimates	Ideas for more member involvement	Target for reporting recs	Update
Budget scrutiny working group	The working group's role is to develop the budget process, support the development of Members' scrutiny role and to consider ideas from Members for reducing the budget gap.	Cllrs Coleman, Harman, Wall , Hibbert, Massey, Sudbury Cllr Prince (sub), Cabinet Member Finance to attend by invitation.	None	DS- Ros 10 days per annum	Mark Sheldon Supports group as part of budget strategy work	Paul Jones Departmental budget holders	May require additional resource for in depth investigations	Look at what county are doing on budget scrutiny A member to lead on detailed analysis of particular aspect of the budget proposals	Recs on budget strategy in October. Recs to Cabinet on interim budget proposals in November Recs to O&S on budget proposals in January 2013	Program of annual meetings scheduled to support the budget process. Cabinet Member would welcome more challenge and input from the group at this stage in the budget process. County Council invited to the next meeting on 2 October to explain how budget scrutiny operates at the county.
Community Governance review (STG)	Council in December 2011 agreed to set up a cross party working group to review the Parish Council boundaries ahead of the PC elections in 2014. Terms of Reference tba by Council in July.	Cllrs Barbara Driver, Andrew Chard and Klara Sudbury. 3 Parish Council members have been appointed. Member chair not appointed as none present at first meeting and officers have chaired the meeting.	3 parish council reps	Helen Down Commissioning	Jane Griffiths	Richard Gibson Hannah Wright	Part of Business as Usual (BAU) work which would need to be done anyway.	Need to stress the importance of meeting the Council date otherwise the opportunity to go out to consultation will be lost.	O&S in November followed by Council in December.	Three meetings held with parish councils and elected members; meeting on 30 July was contentious. Working with the 3 parish councils on proposals which have common agreement. Councillor Prince dropped out because cannot make day time meetings requested by parish council representatives. PAB Leader invited to nominate another member but no response received. Councillor Regan and Councillor Andrew Chard have also stood down from the group. All councillors have been invited to put themselves forward for the group but no additional nominations have come forward. Officers are chairing the meetings but Cllr Driver will present the report to O & S.
Joint Planning Liaison Group (originally called Joint Core Strategy but brief has now been extended to other aspects) (STG)	To provide a vehicle with which to engage with elected members on strategic development management issues in light of the changes to the planning framework.	Cllrs Harman, Wall, Godwin, Chard, McCloskey, Teakle, Sudbury and Bickerton .	None	Claire Cullen-Jones	Andrew North		Part of the core work of the team	Consulting with their political groups outside the meetings	Ongoing	TOR agreed by O&S committee. Two meetings of the task group took place in July but no further meetings have been scheduled. There may be an ongoing role for the working group following the debate at Council on the JCS.
Event Submissions task group (STG)	Review and make recommendations for the process for organisers of events to submit proposals	Cllrs Regan, Hall , Britter, Hibbert and Seacombe and Councillor Sudbury .	None	Democratic Services - Saira Malin	Grahame Lewis	Trevor Gladding/Louis Krog and Sarah Clark	Relevant officers will need to contribute to final report and particularly how the group will operate.		Report to O&S in October and then Cabinet.	Chair requested a deferral at last O&S to give more time to firm up proposals for new form and process. The group have finalised their report and recommendations and are reporting them initially to O&S and then on to Cabinet.
Youth provision (STG)	A potential STG to review CBC investment in COP to develop resilience in VCS Youth provision and assess the impact of the GCC grant	Cllr Anne Regan, Chris Coleman, Suzanne Williams, Rob Reid, Jo Teakle and Barbara Driver		Richard Gibson	Jane Griffiths		Part of BAU as would need to monitor results of grants given		Report draft terms of ref to O&S in October.	Two meetings have taken place in August and on 11 September. Draft terms of reference have been produced but more work needs to be done in defining specific outcomes for the task group and timescales. A member chair is still to be appointed.
ICT review (STG)	A potential to review ICT services and resilience. Is the infrastructure sufficiently robust, is a shared ICT the right approach and do we have the right delivery model in place.	Cllrs Andrew Chard, Andrew Wall, Simon Wheeler and Colin Hay .	Not relevant	Jennie Lewis/Rosalind Reeves	Pat Pratlley	Mike Brown Paul Woolcock Mark Sheldon	Will contribute to the commissioning review of ICT		Report to Cabinet Member in October following O&S endorsement so recommendations can be considered as potential input to the next stage of the commissioning review due to report to Cabinet in November on the options appraisal.	TOR agreed by O&S committee on 16/7 and group have met again 4 times and are reporting to O&S at the October meeting.
UBICO (STG)	To review the service post implementation of UBICO and benefits realisation	Cllrs Jacky Fletcher, Suzanne Williams, Tim Harman, Andrew Chard, Charlie Stewart and Pat Thornton		Saira Malin	Jane Griffiths	UBICO	Partly BAU as SLA need to be monitored		Report recommendations to O&S in January then Cabinet.	Terms of Reference to be agreed by O&S in October.
Sex trade in Cheltenham (STG)	Council at its meeting on 25 June referred this matter to O&S with a view to bringing back a report to Council in December	Cllrs Chard, Driver, Regan, Seacombe and Massey	Voluntary sector	tba	Andrew North	Louis Krog Trevor Gladding Richard Gibson/Tracy Brown			Council requested O&S to report back in December but the task group feels Feb 2013 would be a more realistic date.	TOR agreed by O&S committee on 16/7 and held first meeting on 3 September to plan their approach. They agreed that the first stage of the review should involve information gathering from the police and other agencies and this is planned for October.
Allotments (STG)	Review allotment strategy identify lessons learnt from Weaver's Field	Cllrs Regan , Smith, McCloskey, Britter , Stewart and Hay	Decided against co-optee but plan to involve parish councils through C5 group.	DS- Bev Thomas 10 days	Sonia Phillips or Grahame Lewis	Adam Reynolds	Some BAU element as strategy needs to be reviewed anyway	Get members to meet with reps from Vision 21 and garden schemes and report back	O&S in January followed by Cabinet.	TOR agreed at O&S on 16 July. First meeting took place on 21 August when existing strategy was reviewed and approach to the review agreed. Members have visited a potential allotment site and at the last meeting had an update from legal officers on the council's legal obligations. Next meeting planned for November.
Pub closures	Motion from council in March	Cllr C Hay					need to assess the priority before committing resources			Cllr Hay asked to produce registration form saying why this is an important topic for scrutiny in order that it can be considered by the committee. None currently received.
Grass verge cutting (STG)	Review grass cutting policy and operational issues	Cllrs Hall , Fletcher and Britter,		Jane Griffiths	Jane Griffiths	UBICO - John Rees County officers Adam Reynolds	tba	Members have agreed to do some research and have been supplied with relevant contacts at other councils.	O&S in November followed by Cabinet in December.	TOR agreed at O&S on 16 July. Successful first meeting with members understanding current service provision and standards and questioning service providers within CBC. County attended the second meeting to answer questions on the verge maintenance contract.



(DRAFT) SCRUTINY REVIEW – ONE PAGE STRATEGY

FOR COMPLETION BY THE OVERVIEW AND SCRUTINY COMMITTEE	
Broad topic area	Services provided by UBICO
Specific topic area	The new commissioned service UBICO came into operation on 1 April 2012. Six months on from this implementation it is now appropriate to set up a scrutiny task group to review the service being provided. Is it meeting its Service Level Agreements and are the benefits being realised? What is the customer's view of the service being offered and have they noted any changes?
Ambitions for the review	To understand how the contract is being monitored To identify whether the business benefits of setting up UBICO are being delivered To ascertain whether the service is being delivered in accordance with the service level agreement
Outcomes	Identify any gaps or issues with the service and make recommendations for them to be resolved.
How long should the review take?	3 months and report to O&S on 10 Jan 2013 and then on to Cabinet.
Recommendations to reported to:	Cabinet
FOR COMPLETION BY OFFICERS	
Members	Cllrs Jacky Fletcher, Suzanne Williams, Tim Harman, Andrew Chard, Charlie Stewart and Pat Thornton
Officers experts and witnesses	Scott Williams – Client Officer Rob Bell – Managing Director UBICO
Sponsoring officer	Jane Griffiths, Director of Commissioning
Facilitator	Saira Malin, Democracy Officer
FOR COMPLETION BY THE SCRUTINY TASK GROUP	
Are there any current issues with performance?	
Co-optees	
Other consultees	
Background information	
Suggested method of approach	
How will we involve the public/media? Or at what stages	

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(DRAFT) SCRUTINY REVIEW – ONE PAGE STRATEGY

FOR COMPLETION BY THE OVERVIEW AND SCRUTINY COMMITTEE	
Broad topic area	Provision of services for young people
Specific topic area	<p>The task group has addressed two immediate issues:</p> <ul style="list-style-type: none"> • A review of the “Building Resilience” contract that the Borough Council has with County Community Projects • Oversight to the allocation of the county council’s positive activities funds that are allocated via the Borough Council <p>Beyond this, members have agreed two key issues for future scrutiny:</p> <ul style="list-style-type: none"> ▪ How do we best allocate scarce resources across the whole of Cheltenham to deliver better outcomes for all young people; and ▪ How do we ensure the effective engagement of young people in public life. <p>Members of the task group will be invited to submit agenda items for discussion within these topics.</p> <p>Within this though, the group would scrutinise the outcomes of the positive activities funding, which could include looking at the application process and guidelines.</p>
Outcomes	<p>The outcome of the review is:</p> <p>Elected members feel better able to influence the commissioning and delivery of effective services to support young people in their communities.</p>
How long should the review take?	to be determined by the task group
Recommendations to reported to:	OSC
Membership:	<p>Cllr. Chris Coleman Cllr. Barbara Driver Cllr. Anne Regan Cllr. Rob Reid Cllr. Jo Teakle Cllr. Suzanne Williams</p> <p>Cllr. Rowena Hay – Cabinet lead by invitation</p>
FOR COMPLETION BY OFFICERS	
Officers experts and witnesses	
Sponsoring officer	Jane Griffiths
Facilitator	Richard Gibson
FOR COMPLETION BY THE SCRUTINY TASK GROUP	

Are there any current issues with performance?	The Task Group received a presentation from County Community Projects about the delivery of the building resilience project at its meeting in July. The group has now undertaken a survey of interested parties and this information was considered at its meeting on 11 September.
Co-optees	None identified at the moment
Other experts and witnesses	As appropriate; may include County Community Projects
Other consultees	None identified at the moment
Background information	Building Resilience commissioning brief Positive Activities funding guidelines
Suggested method of approach	Meetings at the moment
How will we involve the public/media? Or at what stages	To be discussed
Preferred timing for meetings	Evenings.

DRAFT

Overview and Scrutiny Committee

10 October 2012

Consideration of the scrutiny task group report – Events Submission

1. Why has this come to scrutiny?

- 1.1 Under the new scrutiny arrangements, final reports from the scrutiny task groups come to the Overview and Scrutiny Committee (O&S) before putting their recommendations to Cabinet or Council. The O&S committee are asked to endorse the report and make any comments.
- 1.2 The O&S committee will be able to review the report of the task group and satisfy themselves that the original terms of reference they set for the task group have been met and make any general comments on the report.
- 1.3 When the task group report is sent to Cabinet, it will be supported by an officer covering report which will set out the implications should Cabinet decide to accept the recommendations of the task group. This report follows the standard template for all Cabinet reports. A covering report has been drafted by officers and is included in these papers for information.

2. Points to note on this report

- 2.1 It has been noted that there needs to be some further work before the task group recommendations go to Cabinet. In particular the agencies who would be potentially involved in the Events Consultation Group, recommended in the report, need to be consulted and give their views. This has not been completed in time for this meeting but the task group were keen to seek the views of the O&S committee in time for the report to be considered by the November Cabinet.

Contact Officer

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SCRUTINY TASK GROUP REPORT

OCTOBER 2012

EVENT SUBMISSIONS

1. INTRODUCTION

- 1.1 The '2010-2015 Corporate Strategy: 2011-12 action plan' includes the objective 'Arts and culture are used to strengthen communities, strengthen the economy and enhance and protect our environment'.
- 1.2 At the Council meeting on 24 February 2012 a number of individuals and organisations expressed their unease at a 'major' event being proposed in Cheltenham.
- 1.3 The Environment Overview and Scrutiny Committee noted that there was no robust process in place to safeguard communities and the town's reputation from possible adverse impacts of 'major' events which did not form part of the Cheltenham Festivals programme. It was apparent that event organisers were able to submit separate applications with little or no opportunity for member or public overview.
- 1.4 The committee requested a task group develop an 'event submission form' and establish a set of criteria for early identification of 'major' events (with timescales) and develop a process by which such 'major' events would be considered by all representatives appropriate for the event being proposed.
- 1.5 This report sets out the findings and recommendations arising from the scrutiny review by the scrutiny task group.

2. MEMBERSHIP AND TERMS OF REFERENCE

2.1 Membership of the task group:-

- Councillor Penny Hall (Chair)
- Councillor Nigel Britter
- Councillor Diane Hibbert
- Councillor Anne Regan
- Councillor Diggory Seacome
- Councillor Klara Sudbury (new to the group in June 2012)
- Councillor Lloyd Surgenor (retired in May 2012)

2.2 Terms of reference

- To understand the requirement for organisers of events, which do not form part of the Cheltenham Festivals programme and which are likely to or will impact more broadly on the environment of Cheltenham, to prepare for an 'event submission'
- To recommend ways that this process could be improved to include criteria for the identification of a 'major' event and timescales
- To apply the process retrospectively to assess its effectiveness

As a consequence of discussions at the first meeting of the task group and an Officer suggestion that a safety advisory group should be established to consider events in the borough, the following item was added to the ToR;

- A long term ambition for the review is to establish a Cheltenham based 'safety advisory group'.

3. WHAT DID WE DO?

3.1 The task group met on 4 occasions and spoke to a range of people involved with events in the council:-

- Trevor Gladding, Community Protection Team Leader
- Louis Krog, Business Support & Licensing Team Leader
- Owen Parry, Integrated Transport & Parking Manager
- Adam Reynolds, Green Space Development Manager
- Jeremy Williamson, Managing Director (Cheltenham Development Task Force)
- Grahame Lewis, Executive Director and sponsor of the task group

Officers were asked about their individual and/or service area role in relation to event applications at present and assisted members in the development of draft documents which would support new arrangements which it was hoped would result in a more effective and transparent process for event organisers, officers, councillors and member of the public.

3.2 Research into the event submission process at other authorities was undertaken.

3.3 Officers were tasked with speaking to representatives from partner agencies on behalf of the task group;

- Gloucestershire Police Authority
- Gloucestershire Fire & Rescue
- Gloucestershire Ambulance Service
- Gloucestershire County Council or Highways

(At the time of writing this report, this consultation had not been completed but officers will make the appropriate contact with these agencies before the report goes to Cabinet so that their responses can be included).

- 3.4 Members expressed thanks to members of the public who had welcomed this piece of work by scrutiny and those who had submitted information regarding the management of events at other authorities.
- 3.5 Members would like to thank all of the officers who attended meetings and contributed to the review and also thank those officers who provided support to the work of the group.

4. OUR FINDINGS

- 4.1 Cheltenham Borough Council has a legislative responsibility in respect of licensing public events and as such has a democratic public accountability. The Licensing Act 2003 has meant many smaller events can take place through applying for a Temporary Events Notice although larger events still require licensing. Applications are normally administered by officers in accordance with the statutory provisions but will be referred to a licensing sub-committee if relevant objections are received from statutory responsible authorities or interested parties.
- 4.2 Public and community events may be 'one-off' and may take place in venues such as local parks and gardens. There is at present a 'parks events application form' which requires special event organisers to submit detailed information about their event in the form of an event plan, risk assessments, public liability insurance and where necessary, signpost event organisers to other Council departments or statutory bodies such as the police or licensing. Once these elements of the event application have been checked off then the council will enter into a Land Use Agreement with the organiser consenting to the use of green space subject to detailed conditions including the restoration of damage to Council land or property caused by the event. A land hire fee is also applied and legal fee where a bespoke agreement is required.
- 4.3 Environmental Health Services are consulted when either a licensing or park event application form is received which identifies event activities that could result in noise or the potential cause of public nuisance.
- 4.4 Submissions under the legislation covering temporary events which have an impact on the streetscape and highways are dealt with by the Integrated Transport and Parking Manager and his team and applications received are generally part of an event being held in one or more designated area (parks, gardens and event venues). Interactions with event organisers are about enabling temporary events such as a parade or road closure and there is liaison between the highways authority, the police, event organisers and other key partners at all times.
- 4.5 A number of other authorities, including Gloucester City Council, had established Safety Advisory Groups, also known as Operational Management Groups or Events Advisory Groups as a tool in planning the safety of community events and other similar public mass gatherings and were recognised as good practice. A number of these groups were able to make recommendations to the relevant decision making Committee or Officer. This is the link to the relevant pages on

the Gloucester City Council website: [Gloucester City - organising an event](#)

5. WHAT OPTIONS DID WE CONSIDER?

5.1 Take no action

Members felt that to take no action was not an acceptable option. All Members could recount instances whereby event applications had been received and approved by the Council unbeknownst to ward councillors until constituents had voiced concerns following receipt of marketing material for said event. Such instances had disconcerted councillors and members of the public.

5.2 Adopt the event submission form and guidance notes

The event submission form would negate the need for separate applications (though subsequent applications would be required for particular aspects of an event). On receipt of an event submission form all relevant officers, councillors and partner agencies would be aware of a proposed event within the Borough. The guidance notes were developed to guide event organisers through the process and it is envisaged that this would be used to create an electronic version on the council's website. Whilst this option was considered to be an improvement to the current process, members had residual concerns that 'major' events should be discussed collectively to address any concerns and minimise any adverse impacts.

5.3 Adopt the event submission form and guidance notes and establish an Events Consultative Group (ECG)

This option was the preferred option of members of the task group who were of the opinion that this approach would be beneficial to all concerned (event organisers, officers, councillors, partner agencies and local communities). The reason for setting up this group was that it could for the first time look at a whole event and its impact on the town. From that position it would be appropriate for the group to form an overall opinion and for this to be taken into account moving forward.

Protocols were drafted based on those produced by other authorities and proposed core membership would comprise of senior officers (or their representatives) drawn from;

Cheltenham Borough Council

- Licensing department
- Parks department
- Environmental Health
- Building Control
- Health & Safety
- Transport

And other agencies depending on the nature of the event

- Gloucestershire Constabulary
- Gloucestershire Ambulance Service
- Gloucestershire Fire & Safety

Along with

- The Licence holder and/or event organiser and
- Ward councillors

Officers from service areas within the council could not support the protocols which they deemed to be an unnecessary duplication of processes already in operation. The officers were tasked with drafting a Terms of Reference which was subsequently amended by a Principal Solicitor for the council, resulting in a group similar in nature to a group at Tewkesbury Borough Council. Whilst members approved the revised Terms of Reference, a number of members voiced concerns that the group had lost all ability to influence decisions as a result of being unable to make any recommendations.

6. CONCLUSIONS

- 6.1 It is considered by the members of the Event Submission scrutiny task group that the appropriate option for the council is the adoption of the event submission form and guidance notes and that an Events Consultative Group be established.
- 6.2 Members are satisfied that the achieved ToR and guidance notes will go some way to raising awareness of events and timely liaison with event organisers.
- 6.3 A particular concern of the task group is that through the loss of the protocols, roles and responsibilities for the ECG are no longer defined. Members concluded that these needed to be clearly defined and that this matter should be taken forward as part of recommendation 2.
- 6.4 Members feel strongly that this process could be enhanced by having an ECG with more 'teeth' and influence.

7. RECOMMENDATIONS

- 7.1 The Events Submission scrutiny task group therefore recommends that Cabinet;
- 1. Adopts the event submission form and guidance note**
 - 2. Establish an Events Consultative Group and adopt the Terms of Reference**
 - 3. Consider following the example set by other authorities and enable the Events Consultative Group to make representations to the relevant decision making Committee or relevant officers within the Council's approved Scheme of Delegation.**

8. PROGRESSING THE SCRUTINY RECOMMENDATIONS

8.1 Assuming that the recommendations are accepted the task group suggests that the Overview and Scrutiny Committee, in 12 months, review;

- How often the form has been used;
- Evidence that there has been improved public confidence in the council's transparency in relation to the consideration of proposed events;
- Councillors satisfaction that they are being made more aware of proposed events impacting their ward at an early stage;
- Feedback that Officer's recognise the benefits of the process.

9. APPENDICES

- Appendix 1 - Events Consultative Group – Terms of Reference
Appendix 2 - Event submission form
Appendix 3 - Events submission guidance and flowchart

EVENTS CONSULTATIVE GROUP – TERMS OF REFERENCE

The Event Consultative Group is a consultative group which exists to act as a consultative forum for events in the borough.

The Event Consultative Group will not take any decisions on behalf of the Local Authority. The Local Authority's decision making power remains with the relevant Committee, or with relevant officers within the Council's approved Scheme of Delegation. It exists;

- 1 To ensure as far as possible that risk to public safety is minimised for all large scale public events.
- 2 To provide a forum to both the organiser of an event and other agencies /individuals involved to assist with the management of any events in the borough.
- 3 To provide a forum within which the Local Authority and other agencies may develop a co-ordinated approach to participant and spectator safety.
- 4 To review each Category B event through a formal de-brief (including any significant incidents or "near misses") or any existing Category B event where significant incidents occur and make recommendations where appropriate.
- 5 To develop generic risk assessment/best practice where appropriate.
- 6 To monitor compliance with standards agreed within resource limitations.

The Local Authority members of the Event Consultative Group must declare any material interest in relation to any item put before the Group, prior to any discussion on that matter. If the interest could be considered prejudicial, then that person should consider if they should withdraw and be replaced by an appropriate party agreed with the Group.

Any Member who sits on an ECG will need to consider whether it is appropriate for them to sit on any committee or sub committee that formally considers any application in relation to an event.

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EVENT SUBMISSION – FORM**PART 1A**

Name of enquirer	
Organisation / Group	
Postal address	
Postcode	
Contact telephone number(s)	
Email address	

PART 1B

Name of event	
Date(s) of event	
Time(s) of event	
Set up / clear up time	
Duration of event	
Nature of event & event description	
Location of event	
Who owns the land	
Has permission been sought from the landowner	
Target audience (demographic – age, etc)	
Target attendance figure (anticipated attendees)	

PART 2

Will you be selling alcohol?

- NO
- YES

If you've marked 'yes' then please be aware that you may need to make a licensing application for which there is an associated fee.

Will there be commercial traders?

- NO
- YES

If you've marked 'yes' then please be aware that you may need to make a licensing application for which there is an associated fee.

Will you be making an charitable collections?

- NO
- YES

If you've marked 'yes' then please be aware that you may need to make a licensing application.

Will there be any entertainment? (please give details)

Will you be selling food? (please give details)

Will you be erecting a structure?

Will you be making any traffic management proposals?

Do you have public liability insurance?

- NO
- YES

If you've marked 'yes' then please state how much below

£

EVENT SUBMISSION – GUIDANCE NOTES

Cheltenham Borough Council, working in partnership with selected agencies want to support event organisers to ensure that events in the Borough are safe, successful and enjoyable for all people involved with events whilst maximising benefits to local residents and businesses as well as helping to manage the impact of events on the wider community.

We and our partners need a certain amount of notice to be able to support your event effectively so please be aware that the earlier we know about what you want to do, the more likely it is that we can support you through this process.

COMPLETING THE EVENT SUBMISSION FORM

This form should be completed by anyone that wants to organise an event in the Borough. The Borough Council and our partners will give advice and support to help ensure that an event is successful from all aspects and this is the first stage in enabling them to do that.

Cheltenham Borough Council does not wish to prevent or hinder small scale impromptu events from taking place, and therefore subject to the event organisers meeting all of the Council's criteria for operating on Council land, certain events and activities shall be exempt from the Event Submission process. This may apply under the following circumstances:

1. Where the event is already established on an annual basis and currently meets all the criteria for operating on Council land.
2. Where the event is small scale and of low risk and the organiser is able to complete the Parks Special Event Application process to the Council's satisfaction.
3. Where the event or application is so small in scale that it barely goes beyond what can reasonably be interpreted as everyday use of a public green space.

Examples of **small scale events** would be; a small community fun-day, which could include stalls, a bouncy castle, a small PA system and some acoustic music. A sponsored walk, run, or cycle ride which takes place solely in one green space and may require a registration gazebo, a course set out with pins and tape and marshalling. A charity or commercial display to promote a product or cause using a towed display and possibly some form of activity (e.g. a mobile climbing wall). The use of the park for organised group exercise classes, or a series of youth activities run by an external organisation.

Examples of **everyday use** would be; a gathering of a local community or friends and family for a picnic, for a special occasion (e.g. the Queen's Jubilee or a children's birthday party) with organised games and activities, but NOT hired equipment such as a bouncy castle. A gathering of people (up to 50) playing team sport and games or a sponsored walk which includes a green space as part of a bigger route.

The judgment of whether an event or activity is either small scale or everyday use will be determined through an initial informal discussion with the Green Space Development Manager or delegated officer of the green space team. Please visit the [Council's website](#), email the Parks and Gardens Team at parksandgardens@cheltenham.gov.uk or call them on 01242 774511 for more details.

PART 1A

Name of enquirer

The name of the person completing the form (e.g. Mr John Smith).

Organisation/Group

If you are applying on behalf of an organisation or group, please include the name of said organisation or group (e.g. The Friend of xx Gardens).

Postal address and Postcode

The postal address to which all correspondence will be sent.

Contact telephone number(s)

Should ideally include a landline and a mobile number but at least one must be listed.

Email address

The email address via which we can correspond electronically with the enquirer.

PART 1B

Name of event

The title the event will be given (e.g. Paws in the Park).

Date(s) of event

The dates on which the event will be held (e.g. Saturday 7 July 2012 and Sunday 8 July 2012)

Time(s) of event

The time(s) at which your event will be open to the public (e.g. 10am – 5pm on Saturday 8 July and 11am – 4pm on Sunday 9 July)

Set-up and clear-up time

How long it will take you to set-up and clear-up your event and when (e.g. set-up from 4pm-6pm on Friday 7 July 2012 and clear-up from 4-6pm on Sunday 9 July 2012)

Duration of event

This should be the total number of days including set-up, event and clear-up days.

Nature of event and event description

Clearly identify the nature of your event (community, commercial, private, etc) and provide a brief description (demonstration, concert, etc).

Location of event

Please state where your event will be held. List all locations if more than one is applicable (e.g. the route of a charity walk, etc).

Who owns the land

Is your event to be held on Council owned land or property or privately owned land or property. If held on privately owned land or property, please state who owns the land.

Has permission been sought

If your event is being held on private land or property, you will need to obtain the permission of the landowner and follow their guidance. If the Council owns or manages the land or venue you may need to make a separate booking/application for which there may be an associated fee.

Target audience

Who are your target audience (families, under 18's, etc). You must also consider the effect your event will have on the public and if it is suitable for all ages.

Target audience figure

Please give an approximate number of people expected to attend your event (this information is mandatory).

PART 2

Will you be selling alcohol?

If the answer is 'yes' then please be aware that you may need to make a licensing application for which there is an associated fee. Please visit the [Council's website](#), email the Licensing Team at Licensing@cheltenham.gov.uk or call them on 01242 775004 for more details.

Will there be commercial traders?

If the answer is 'yes' then please be aware that you may need to make a licensing application for which there is an associated fee. Please visit the [Council's website](#), email the Licensing Team at Licensing@cheltenham.gov.uk or call them on 01242 775004 for more details.

Will you be making charitable collections?

If the answer is 'yes' then please be aware that you may need to make a licensing application for which there is an associated fee. Please visit the [Council's website](#), email the Licensing Team at Licensing@cheltenham.gov.uk or call them on 01242 775004 for more details.

Will there be any form of entertainment?

Volume levels must not exceed 65 decibels at the nearest residence or between Monday and Friday at the nearest place of work. An environmental health officer will be able to assist you in determining a level appropriate for your equipment and your event. Please visit the [Council's website](#), email the Environmental Health Team at envhealth@cheltenham.gov.uk or call them on 01242 264135 for more information.

Will you be selling food?

At this stage we simply need to know if you plan to sell food at your event. An environmental health officer may need to undertake certain checks before or during your event. Please visit the [Council's website](#), email the Environmental Health Team at envhealth@cheltenham.gov.uk or call them on 01242 264135 for more information.

Will you be erecting any form of structure?

Any structures will require inspection prior to your event opening to the public. Please visit the [Council's website](#), email Building Control at BuildingControl@cheltenham.gov.uk or call them on 01242 264321 for more details.

Will you be making any traffic management proposals?

If your event is likely to spill out onto the highway, or an event on a public highway that may impact businesses, communities or residents, you will need to apply to the Gloucestershire County Council.

Will you have Public Liability Insurance?

The Council requires evidence of valid public liability insurance with a Limit of Liability of £5m or above (depending on the type of event being proposed). For certain events the

Council may require an increased Limit of Liability. In the absence of such evidence of public liability insurance the event will not be permitted to take place.

When we receive your event submission form, we will contact you by email or post to let you know that we are processing it.

ASSESSMENT OF SCALE OF EVENT

When an event submission form is received an assessment will be made, based on the answers provided, as to the scale of the event being proposed (please refer to the flowchart below for more details).

Category A

Typically events where less than 500 people are expected to attend will be considered Category A events. These events will require some further form of *application and the organiser will be referred to the relevant department or agency to make the necessary applications once the event submission has been processed.

*Please be reminded that some applications have an associated fee. More information regarding fees will be available from the relevant department or agency.

Category B

Typically events where 500 people or more are expected to attend are considered large scale public events (Category B) which will be considered by the ECG, though smaller events may require the involvement of the ECG depending on the type of event.

Event organisers will be invited to attend an ECG meeting and may be asked about their experience and competence in managing events and will be required to present their plans and relevant risk assessments.

The ECG will act as a consultative forum for events in the borough for both the organiser of an event and relevant agencies/individuals.

The ECG will review each Category B event through a formal de-brief and can, if it feels it necessary, review an existing Category B event where significant incidents or 'near misses' occur and make recommendations where appropriate.

EVENT SUBMISSION – FLOWCHART

Event submission form received by Business Support at Cheltenham Borough Council

A copy of the event submission form is circulated to the core members of the Event Consultative Group (ECG) and relevant ward councillors by the Business Support & Licensing Team Leader and the Community Protection Team Leader and the scale of the proposed event will be agreed (Category A or B)

Event assessed as
Category A

Event assessed as
Category B

Event submission requires further action

Event submission requires input from ECG

Event organiser is referred to the relevant department to make the relevant applications (Licensing, Planning, Parks & Gardens, etc)

An ECG is convened consisting of representatives as are considered appropriate for the event being proposed (statutory agencies, ward councillors, community groups, etc)

See guidance notes for more detail

Event organisers will be invited to attend ECG meetings. They may be asked about their experience and competence in managing events and will be required to present their plans

The ECG will provide a forum to both the organiser of an event and other agencies/individuals to assist with the management of an event (Licensing, Planning, Parks & Gardens, etc)

See guidance notes for more detail

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Cheltenham Borough Council
Cabinet – 13 November 2012
Scrutiny Task Group Report – Event Submissions

Accountable member	Cabinet Member Housing and Safety, Councillor Peter Jeffries
Accountable officer	Grahame Lewis – Executive Director
Ward(s) affected	All
Key Decision	No
Executive summary	<p>Following a request from the Overview and Scrutiny Committee, a scrutiny task group was setup to investigate the council's current approach to dealing with large scale events and to recommend ways that this process could be improved.</p> <p>Following a number of meetings, the scrutiny task group has identified a number of ways in which the current process can be improved and these improvements are contained in the committee recommendations below.</p> <p>Officers welcome the idea of the event submission form which will enable all the relevant sections of the council to see all aspects of a potential event. They also support the concept of bringing agencies together in the form of a consultative group which can give advice and guidance to the organiser. Involvement of the relevant ward councillors and relevant agencies will ensure everyone is aware of potential events and has the opportunity to question the organiser. The responsibilities and operation of the group will need to be further defined as part of its implementation but it is assumed that this will need to be picked up by the administration team in Public Protection.</p> <p>Having taken legal advice, officers feel that they cannot support the third recommendation of the task group which is that the ECG should be able to make representations to other committees. Whilst recognising that ward members or a particular agency may have a strong view about a particular event there are already channels in place for the agency or the ward members to make formal representations.</p>
Recommendations	<p>The Cabinet is recommended to resolve to:</p> <ol style="list-style-type: none"> 1. Consider the recommendations of the Scrutiny Task Group Report, and 2. Consider the implications set out in this report when deciding whether to adopt the recommendations of the Scrutiny Task Group Report.
Financial implications	<p>There are no financial implications arising from this report.</p> <p>Contact officer: Sarah Didcote, sarah.didcote@cheltenham.gov.uk, 01242 264125</p>

Legal implications	<p>The group can offer a forum for co-ordinating and consulting with organisers and agencies. Depending on the type of event any decisions regarding the event will be made at in accordance with the Council's Constitution by officers, Cabinet (or Leader) or in terms of the regulatory side by the Licensing and/or Planning Committee. The group will not therefore have any decision making role.</p> <p>Contact officer: Sarah Farooqi, sarah.farooqi@teWKesbury.gov.uk, 01242</p>
HR implications (including learning and organisational development)	<p>There are no HR implications arising from this report.</p> <p>Contact officer: Beverly Kershaw-Cole bev.kershaw-cole@cheltenham.gov.uk, 01242 77 4921</p>
Key risks	<p>As identified in Appendix 1</p>
Corporate and community plan Implications	<p>Arts and culture are used as a means to strengthen communities, strengthen the economy and enhance and protect our environment</p>
Report author	<p>Contact officer: Louis Krog, louis.krog@cheltenham.gov.uk, 01242 775004</p>
Appendices	<ol style="list-style-type: none"> 1. Risk Assessment 2. Event Submission scrutiny task group report

The risk				Original risk score (impact x likelihood)			Managing risk				
Risk ref.	Risk description	Risk Owner	Date raised	Impact 1-5	Likelihood 1-6	Score	Control	Action	Deadline	Responsible officer	Transferred to risk register
	If the committee resolves to approve the scrutiny task group recommendation 3 there is a risk that that the group could exceed its powers if the took on the role as an advisory group, offered advice or sought to advise any of the council's committees.										
<p>Explanatory notes</p> <p>Impact – an assessment of the impact if the risk occurs on a scale of 1-5 (1 being least impact and 5 being major or critical)</p> <p>Likelihood – how likely is it that the risk will occur on a scale of 1-6 (1 being almost impossible, 2 is very low, 3 is low, 4 significant, 5 high and 6 a very high probability)</p> <p>Control - Either: Reduce / Accept / Transfer to 3rd party / Close</p>											

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SCRUTINY TASK GROUP REPORT

ICT REVIEW

SEPTEMBER 2012

1. INTRODUCTION

- 1.1 A review of ICT was initiated by the Overview and Scrutiny Committee at their meeting on 19 July 2012. There was a general feeling that there were issues surrounding ICT that would benefit from a review by overview and scrutiny and the outcomes from this review could provide valuable input to the ICT commissioning review which was about to start.
- 1.2 This report sets out the findings and recommendations arising from the scrutiny review by the scrutiny task group.

2. MEMBERSHIP AND TERMS OF REFERENCE

2.1 Membership of the task group:-

- Councillor Colin Hay (Chair)
- Councillor Andrew Chard
- Councillor Simon Wheeler
- Councillor Andrew Wall

Terms of reference agreed by the O&S Committee

- To review the proposed brief for the commissioning review of ICT and recommend any changes
- To understand the current position regarding ICT and the assessment of whether it is fit for purpose and sufficiently resilient
- To contribute to defining the outcomes from ICT as part of the commissioning exercise with an emphasis on the members and customer perspective.
- To scrutinise the business case for any ICT proposals and to challenge as necessary by gaining a thorough understanding of the current ICT budget and charging structure and comparing this against any options being considered
- To scrutinise the subsequent phases of the review

3. HOW DID THE TASK GROUP GO ABOUT THIS REVIEW?

3.1 The task group met on four occasions and spoke to a range of people involved in ICT and the planned commissioning review at the Council. They all contributed to the discussions at our meetings and were able to respond to members questions or bring back additional information to subsequent meetings. The officers involved were:

- Pat Pratley, Project Sponsor for the ICT commissioning review and sponsor of the scrutiny task group
- Mike Brown, Strategic ICT advisor
- Paul Woolcock, ICT Infrastructure Manager
- Mark Sheldon, Director of Resources

3.2 Members would like to thank all of the officers who attended meetings and contributed to the review and also thank Rosalind Reeves, Democratic Services Manager and Jennie Williams who provided additional support to the group.

3.3 The task group reviewed a variety of evidence including:

- the report produced by Mike Brown in July 2011 which provided a view on the current ICT situation at that time
- the current costs and performance of ICT and recharges to other services
- proposed ICT investment
- the options for ICT which were currently under consideration
- the project brief for the commissioning review
- output from outcomes workshops with Members and service managers
- updates on Members ICT and government connect issue to which we added the personal experiences of members of the task group.

4. OUR FINDINGS

4.1 The ICT review carried out in 2011 highlighted many of the issues we have looked at, the issues raised then are being addressed but it is worth running through them again here:

ICT Champion at Senior Management level

4.2 The service was found to be generally good and fit for purpose; however the results of both 'single status review' and the loss of any 'market supplement' had a detrimental effect on staff morale. Coupled with the team losing members to the commissioning team and GO, plus a lack of a senior manager and for a time an Assistant Director, has meant some lack of direction. This lack of a 'champion' at SLT may have led to a resourcing drift and allowed some issues to be lost. The question for SLT is – If there is such reliance on a strong champion for a service, how corporately does it act? SLT decisions have a very strong influence on Cabinet decision making. We recognise that the move of ICT into the Resources Directorate and the appointment of Director of Resources have started to address these issues. The Director of Resources as a member of SLT and the Executive Board quickly acknowledged the lack of strategic support to the ICT

team and engaged external ICT advisory support in recognition of this gap. The proactive engagement of the Director of Resources, the ICT advisor and the Cabinet Member in the ICT commissioning review is evidence again of the recognition that strategic support has been somewhat lacking. Strategic support and ICT champion roles need to be considered in relation to whichever commissioning option. Officers have advised it is not possible at this point to place a cost of the strategic support role as it will need to be considered as part of the overall costs of each option appraised.

ICT Benchmarking

- 4.3 According to SOCITM the ICT service levies a low recharge to the authority, but it was unclear how accurate this statement is when the underinvestment over the years is taken into account. The current infrastructure is showing signs of age, with system downtime happening more often. It is not critical at this stage but does indicate a need for investment. We understand this is being addressed in the current budget cycle. There is a need for long term ICT infrastructure investment plan and this will be needed to support the ICT commissioning review.

ICT future investment

- 4.4 We believe that GO has had a more significant effect on CBC's infrastructure than was taken into account at the project stage. This should have been better understood and made clear at the time. The task group were concerned that as the ICT provide for GO, the council's choice of ICT options may be constrained in the future by having to consult with all our GO partners. Council needs to understand that in looking at options for future ICT services, this must be done in discussion with our partners in GO.

Officers response to this is that in addition to GO, other ICT application usage has had an impact on network response times, for example, increased use of on-line planning, idox scanning, etc. The GO network capacity planning work was undertaken and estimates of the impact on network traffic were prepared and the infrastructure was designed to accommodate the additional network traffic generated by GO. The GO network traffic is one of many factors that has contributed to the reduction of network speed. We understand that ICT is now addressing the problem by replacing the CBC network core switches which will improve response times.

ICT Services for Cheltenham Festivals

- 4.5 We learnt during the course of the review that the council still runs the network for the on-line booking system for Cheltenham Festivals. We understand this is historical but we are concerned about the impact on the council's network at peak booking times and the cost to the council of providing this 24/7 operation. We do feel this needs to be assessed as part of the commissioning review.

ICT operation 24 days/7 days a week

- 4.6 On the general issue of a 24/7 operation, there is an increasing expectation from our customers that they can do on-line transactions such as parking fines, paying council tax etc at any time of the day or night. The council should be clear about the additional cost of providing this 24/7 service when identifying staff savings from transacting more business on-line rather than face to face.

Implications of council's accommodation strategy

- 4.7 It was noted that the uncertainties around the council's accommodation strategy has also had a detrimental effect on the infrastructure investment programme. Whilst it would make no sense to spend large sums of money on infrastructure that is not portable – such as wiring, in a building that may not be the council's long term home, nevertheless this lack of investment means the system is now showing signs of age. The council's accommodation strategy should be clearer this autumn and should be used to inform future ICT planning.

Government Connect

- 4.8 The way in which the requirements of 'Government Connect' delayed a solution for mobile working (including for members) has cost the authority dear in time and money. We should know how the requirement imposed by our 'inspector' differ from others and what cost to us this has meant. We should point this out to government. We were about to use a very similar solution to the current Citrix solution some 4 years ago.

Disaster Recovery

- 4.9 Disaster recovery was a problem, but there is now a working solution using the Depot. Given the pressure on depot for space and the close proximity of the depot to the Municipal Offices which does not necessarily mitigate for the loss of power to Cheltenham, this may or may not be the best long term solution. A multi-site multi council solution may be better. Some years ago the EGG partnership established a 7 council communication infrastructure that could have been used but was abandoned just before the 2007 floods. In our view this could have been used then when Shire Hall was not useable. Officers advised us that regarding the 7 council communication infrastructure a private high speed data communications network has been installed between the four 'GO' partners' ICT sites, and at the Depot. Discussions have been underway for several months with the Forest of Dean to install equipment in both council's ICT rooms which will store working copies of each other's critical business systems, with backups of these systems being transferred between sites on a nightly basis. This may go ahead regardless of any formal shared ICT service with the Forest. Cotswold and West Oxfordshire have already implemented this type of solution.

Officers also updated us on the recent power failures when along with other businesses in Cheltenham, the Municipal Offices lost power twice during the day. This was a good test of the disaster recovery procedures and business continuity plans. The council had already put in place some actions to address some of the learning points identified during the April powercut. This resulted in a reduced recovery time following the restoration of power and improved communication plans. In this particular case the depot also lost power so this led us to question whether the depot is the right location for our back up systems or whether a location away from Cheltenham with an alternative power supply would be more appropriate. As the ICT host for GO, the council also has a reputational issue to consider in ensuring that it can continue to supply services to its GO partners, possibly by enabling staff to working from alternative sites. It was noted that consideration also needs to be given to staff and members working remotely via Citrix, how their service may be affected and how this is communicated. All these scenarios need to be looked at as part of the commissioning review to ensure the

optimum solution for disaster recovery is put in place.

5. COMMISSIONING BRIEF AND COMMISSIONING REVIEW OUTCOMES

- 5.1 The ICT commissioning review project brief was reviewed and it was felt to be comprehensive. No amendments were made.
- 5.2 The working group reviewed the output from the customer needs workshops held with officers and Members earlier in the year. Officers also provided summary output from the Members and service managers outcomes workshops explaining that the information gathered had been used to create a set of outcomes which would guide the ICT commissioning review. The primary outcome of the ICT commissioning review is for a “modern, in touch and innovative ICT service which is an integral part of the business, that understands and responds to the complex business needs of the Council and its partners enabling delivery of services in innovative, effective and efficient ways”.

6. MEMBERS ICT

- 6.1 Member ICT Support was only covered briefly in the Review of ICT report and given the current developments in remote working we felt this was an important area for the task group to review.
- 6.2 We were advised that a proposal for Members ICT following the elections in May 2012 was initiated by Democratic Services and agreed with ICT, the Director of Resources and the Cabinet Member Corporate Services. This included a target for rolling out the new Citrix facilities to new members within 1 week of their election and other members within 4 months. The necessary budgets were put in place to support this and a communication plan agreed with the Cabinet Member.
- 6.3 New members were issued a briefing note on ICT facilities as part of their election pack and a slot was included in the new members Open Day. This sets out what the council would provide, the expectations on the member, an overview of the facilities and the support that would be provided. This briefing note and the introductory session also highlighted that members would be responsible for resolving any issues with their own equipment or service provider as ICT could not support this. As Members are increasingly using their own equipment, it is not feasible for ICT to have knowledge of each type of PC, Laptop or iPad, and the different systems they use.
- 6.4 We concluded that it has taken too long to decide on the ICT package for members and the solution should have been in place for the new council this year. There are still decisions needed on what exactly will be offered in terms of facilities and wider support beyond that offered by the ICT help desk. We appreciate this is a rapidly changing area for all councils so it is important we look to see what other councils are doing and learn from them. Officers need to work closely with members to understand the various needs of individual members due to their knowledge and understanding of ICT. As yet not all of the ‘help desk’ appear to be up to date with Citrix which should be resolved as soon as possible. We understand from officers that the relatively high degree of staff turnover on the help desk has necessitated the use of agency staff, and drafting in of other

ICT staff to provide cover at busy times, and so help desk training has suffered. ICT management are expecting to have fully trained, permanent help desk staff and permanent ICT cover staff in place by October.

- 6.5 It was unfortunate that there was a delay in receipt of the Vasco tokens – a matter beyond the council's control, which meant that there was a delay in the roll out of Citrix to new members. Once the tokens were received, ICT endeavoured to supply them as soon as possible although progress has been slower due to the summer recess period and availability of members.
- 6.6 As well as the roll out of the new Citrix facilities, members are now being offered further training on the facilities available to them via the intranet and modern.gov which should help encourage members to opt for this new way of working. They should also be encouraged to share their experiences and learning points on Citrix with each other. Whatever facilities we supply to members, the council must ensure they are fully compliant with the data security requirements relating to Government Connect and members are fully aware of the Acceptable Use policy they all sign up to when using council systems.
- 6.7 We hope that in the future members may be able to make more use of electronic equipment for reviewing reports thereby reducing the considerable cost of printing committee and working group papers. If the new strategy is to encourage members to use their own equipment then we need to ensure that the full range of facilities is available to them within the Municipal Offices. We think there should also be appropriate provision for the public attending meetings who may wish to follow agendas and reports on line. This should be addressed as part of defining the outcomes for members ICT.
- 6.8 Regarding Members Allowances, we understand the Independent Remuneration Panel (IRP) have been kept informed of developments in ICT. In their report to Council on 26 March 2012 they noted that ICT provision for members was under review and asked for a further update when firm proposals had been drawn up. The Democratic Services Manager wrote to the IRP on 3 May 2012 with a proposal for members ICT and asked the panel whether they would like to meet to discuss. It was proposed that as the new facilities would enable members to use their own computing equipment it would no longer be necessary for the council to provide a laptop to new members on the assumption that most members would have access to their own facilities at home. However if any member had difficulties they could request in advance of their basic allowance to purchase new equipment. The IRP responded by email in support of the proposal and felt there was no need for them to meet to discuss further at this stage.
- 6.9 On that basis the roll out commenced with no new laptops being issued to new members but with the option to request an advance of their members allowance to purchase new ICT equipment. We understand one new member has taken up this option. All members were advised of the change on 16 July 2012 by the Democratic Services Manager in an email highlighting the benefits of the new technology, the changes to council provision of equipment and the budget that the council was providing to support the roll out.

- 6.10 Although we understand Democratic Services did not receive any adverse comments to this communication, we do feel all members should be given the opportunity to raise any issues they may have with this new approach to Members ICT provision in the context of Members Allowances. If there is a sufficient level of concern then Democratic Services can raise them with the IRP who can consider whether they need to reconvene to review the issue.

7. CONSULTATION

- 7.1 During the course of this review we have consulted with officers involved in this issue. The Cabinet Member Corporate Services attended our third meeting and had the opportunity to take part in the discussion regarding the proposed areas and review the final draft of the report.

8. RECOMMENDATIONS

- 8.1 Taking all our findings into consideration, the task group agreed a number of recommendations, namely that
- i. the Senior Leadership Team ensure the necessary strategic lead is given to the service and its staff.**
 - ii. a long-term ICT infrastructure investment plan is put in place as part of the current budget cycle and as an essential element to support the ICT commissioning review.**
 - iii. the impact of GO, and other IT applications on the council's current ICT infrastructure, and network performance, be reviewed and fully understood as part of the ICT commissioning review.**
 - iv. the impact of the council's accommodation strategy on any decisions regarding expenditure (or delay in expenditure) on ICT infrastructure are fully understood**
 - v. the cost and operational impact of the requirements of Government Connect should be assessed by the Director of Resources and if significant then the Cabinet Member should consider making higher representations to government.**
 - vi. the options for disaster recovery should be reviewed in discussion with our GO partners to ensure the best long-term solution is adopted as part of the commissioning review and the council continues to review and enhances its plans on an ongoing basis.**
 - vii. requirements for members ICT support are fully specified as an outcome from the commissioning review and that any services offered to members are fully compliant with data security requirements relating to Government Connect.**
 - viii. the roll out of remote working facilities to all members should be progressed with a view to offering all members this option by end of November 2012 and ensure necessary support facilities are put in place.**
 - ix. the options of providing wifi to members and the public in the Municipal Offices is progressed**
 - x. the Democratic Services Manager should be requested to contact all members giving them the opportunity to raise any concerns they may have with the revised members ICT provision in the context of**

the Members Allowance Scheme which can then be forwarded to the IRP if these are of a significant level.

9. PROGRESSING THE SCRUTINY RECOMMENDATIONS

- 9.1 Having discussed our recommendations with the project sponsor for the ICT commissioning review, we are confident that recommendations i) to vii) can all be fed into the ICT commissioning review and therefore we feel these recommendations should be made to the Cabinet Member Corporate Services.
- 9.2 In terms of the ICT commissioning review going forward, we understand the Cabinet member is proposing to invite non-executive members to join a Cabinet Member working group to support him in this review. We feel this approach has worked well on other commissioning reviews and therefore would give it our support.
- 9.3 Recommendation viii) regarding the roll out of members remote working is one that can be put in place now and further investigation can be carried out on ix) so we would make both those recommendations to the Cabinet Member Corporate Services for more immediate action.
- 9.4 In terms of the reference set for us by the O&S committee, we feel confident that this review has covered the first three bullet points and have provided some valuable input to the ICT commissioning review from a members' perspective.
- 9.5 We acknowledge that the final two bullet points in our terms of reference are still outstanding. We would recommend to the O&S committee that they keep a watching brief on the ICT commissioning review and scrutiny members will have the opportunity to scrutinise the business case for any ICT proposals or subsequent phases of the review when they are reported to Cabinet, using the call-in process if necessary. However we would hope that if the views of non-executive members are fully taken into account via the Cabinet Member working group then call-in would not be necessary. We feel the task group has completed its work at this stage and could be available to be reconvened at a future point if necessary.

Report author	Councillor Colin Hay, Chair of the scrutiny task group Contact officer: Rosalind Reeves, Democratic Services Manager, Rosalind.reeves@cheltenham.gov.uk, 01242 77 4937
Appendices	1. The One page strategy for this review
Background information	1. IRP report to Council March 2012



SCRUTINY REVIEW – ONE PAGE STRATEGY	
Proposed by	Overview and Scrutiny Committee 16 July 2012
Members	Councillors Chard, Wall, Wheeler and Hay
Facilitating Officer	Rosalind Reeves to arrange first meeting. then Jennie Lewis
Sponsoring Officer	Pat Pratley
Broad topic area	ICT
Specific topic area	To contribute to the ICT review of commissioning through effective scrutiny
Ambitions for the review	<ul style="list-style-type: none"> • To review the proposed brief for the commissioning review of ICT and recommend any changes • To understand the current position regarding ICT and the assessment of whether it is fit for purpose and sufficiently resilient • To contribute to defining the outcomes from ICT as part of the commissioning exercise with an emphasis on the members and customer perspective. • To scrutinise the business case for any ICT proposals and to challenge as necessary by gaining a thorough understanding of the current ICT budget and charging structure and comparing this against any options being considered • To scrutinise the subsequent phases of the review
How do we perform at the moment?	SOCITIM data available – to be reviewed by the group
Officer experts and witnesses	<ul style="list-style-type: none"> • Mike Brown • Paul Woolcock • Mark Sheldon
Who should we consult?	<ul style="list-style-type: none"> • Members • The public • Director or Resources • ICT specialists
Background information	<ul style="list-style-type: none"> • ICT review carried out by Mike Brown • ICT strategy
How will we involve public/media?	To be decided
Support	Support will be provided alongside the commissioning review
How long will it take?	Must dovetail with the timescales for the commissioning review
Outcomes	Support for the approach to the future direction of the ICT service
Recs will be reported to:	Cabinet

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Item	Purpose	Outcome	What is required?	Lead Officer
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MEETING DATE: Wednesday 10 October 2012				
Scrutiny Guidelines		Endorse the guidelines	Report	Saira Malin, Democracy Officer
STG- Youth Services	Scrutiny	Approve Terms of Reference	One page strategy	Richard Gibson, Strategy and Engagement Manager Chair not appointed yet
STG - UBICO	Scrutiny	Approve Terms of Reference	One page strategy	Saira Malin, Democracy Officer Chair – to be agreed at first meeting
STG- ICT Review	Scrutiny	Endorse recommendations from STG and forward to Cabinet	Report of STG	Rosalind Reeves, Democratic Services Manager Chair, Councillor Barbara Driver
STG-Event Submission Group	Scrutiny	Endorse recommendations from STG and forward to Cabinet	Report of STG	Saira Malin, Democracy Officer Chair, Councillor Penny Hall
MEETING DATE: Monday 26 November 2012				
STG-Community Governance review	Scrutiny	Agree terms of reference and endorse recommendations to Council in December on proposal for consultation	Report of STG	Helen Downs, Strategy and Engagement Officer
STG- Grass verges	Scrutiny	Endorse recommendations from STG and forward to December Cabinet	Report of STG	Jane Griffiths, Director of Commissioning Chair, Councillor Penny Hall
MEETING DATE: Thursday 10 January 2013				

O&S Committee 2012/13 work plan

Item	Purpose	Outcome	What is required?	Lead Officer
STG- Allotments Group	Scrutiny	Endorse recommendations from STG and forward to December Cabinet	Report of STG	Beverly Thomas, Democracy Officer Chair, Councillor Anne Regan
STG-UBICO	Scrutiny	Endorse recommendations from STG and forward to January Cabinet	Report of STG	Saira Malin, Democracy Officer Chair, Councillor, to be advised
Budget proposals 2013/14	Scrutiny	Receive recommendations from the budget scrutiny working group and forward to Cabinet	Report of Budget scrutiny working group	Mark Sheldon, Director of Resources Chair, Councillor Andrew Wall
MEETING DATE: Monday 18 February 2013				
STG- Sex trade in Cheltenham (possibly earlier meeting of O&S)	Scrutiny	Endorse recommendations from STG and forward to Cabinet/Council	Report of STG	Rosalind Reeves, Democratic Services Manager Chair, Councillor Barbara Driver
MEETING DATE: Monday 18 March 2013				
DRAFT Corporate Strategy 2013-14	Scrutiny	Review DRAFT strategy prior to Cabinet	Report in March	Richard Gibson, Strategy and Engagement Manager
MEETING DATE: Thursday 16 May 2013				
MEETING DATE: Thursday 11 July 2013				
MEETING DATE:				

O&S Committee 2012/13 work plan

Item	Purpose	Outcome	What is required?	Lead Officer
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MEETING DATE:				
MEETING DATE:				



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