



## Improvement and Review Commission

Date: Wednesday, 11 January 2017  
Time: 7.00 pm  
Venue: Council Chamber  
District Council Offices, Queen Victoria Road, High Wycombe Bucks

### Membership

Chairman: Councillor R Gaffney  
Vice Chairman: Councillor A D Collingwood

Councillors: Mrs S Adoh, K Ahmed, Miss S Brown, H Bull, Mrs L M Clarke OBE, C Etholen, G C Hall, M Harris, A E Hill, M E Knight, D Knights, R Newman, Ms C J Oliver, R Raja, J A Savage and L Wood

### Standing Deputies

Councillors: M C Appleyard, Ms A Baughan, M P Davy, M Hanif, M A Hashmi, M Hussain, M Hussain JP, N B Marshall and H L McCarthy

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# Agenda Item 1

## **APOLOGIES FOR ABSENCE**

To receive apologies for absence.

# Agenda Item 2

## **DECLARATIONS OF INTEREST**

To receive any disclosure of disclosable pecuniary interests by Members relating to items on the agenda. If any Member is uncertain as to whether an interest should be disclosed, he or she is asked if possible to contact the District Solicitor prior to the meeting.

Members are reminded that if they are declaring an interest, they should state the nature of that interest whether or not they are required to withdraw from the meeting..

# Agenda Item 3

## **MINUTES OF PREVIOUS MEETING – WEDNESDAY 9 NOVEMBER 2016.**

To confirm the Minutes of the meeting held on Wednesday 9 November 2016 (previously circulated).

# Agenda Item 4.

## UPDATE FROM CABINET MEMBER FOR ICT ON ICT TASK & FINISH GROUP RECOMMENDATIONS

**Cabinet Member:** Cllr David Shakespeare OBE

**Ward(s) Affected:** ALL

**Officer contact:** John McMillan Ext No. 3127

**Email address:** john.mcmillan@wycombe.gov.uk

### ***PROPOSED DECISION***

The Improvement & Review Commission is asked to note the updates and actions being taken in relation to the recommendations made by the ICT Task & Finish Group and following consideration by Cabinet.

### ***Reason for Decision***

To report the progress against the recommendations made by the ICT Task & Finish Group.

### **Corporate Implications**

ICT is integral to the Council's delivery of service and an important tool in enabling change. The level of dependence on ICT in the delivery of service and strategic objectives continues to grow to the point where the Council cannot function efficiently without ICT for even short periods of time. Investment is required on a regular basis to maintain and update ICT in order to achieve dependable and resilient services.

### **Executive Summary**

This report provides an update and summary of actions being taken to address the recommendations made by the ICT Task & Finish Group.

### **Sustainable Community Strategy/Council Priorities - Implications**

ICT underpins the delivery of Council services and strategic priorities.

### **Background and Issues**

#### **Background**

The ICT Task and Finish Group was established by the Improvement & Review Commission on 9 March 2016 with the following Terms of Reference:

1. To undertake a review of ICT provided to both Members and Officers at WDC;
2. To consider the current provision of ICT across the Council under the Capita contract; and
3. To identify any measures that can be taken to improve ICT available in order to assist Members and Officers to fulfil their roles.

The Group reported its findings to the Improvement & Review Commission at their meeting held on 13<sup>th</sup> June 2016.

In summary, the ICT Task and Finish Group suggests that Cabinet be recommended:

1. To resolve the legacy issues following the handover from Northgate to Capita:
2. To standardise, streamline and progress the operating systems, processes and tools in use:
3. To implement a formal monitoring and review process for the ICT provision and incorporation of technology into work flow at Wycombe District Council (WDC):

Cabinet considered and responded to the report of the ICT Task & Finish Group at their meeting of 19<sup>th</sup> September 2017.

The table at **appendix A** provides an update and actions being taken for each of the recommendations.

## ICTT Task and Finish Group Recommendations – Update

## Appendix A

Recommendation	Cabinet Response	Update and actions being taken
<p><b>1. To resolve the legacy issues following the handover from Northgate to Capita:</b></p>		
<p>1.1 To immediately clarify and resolve, potentially through third party expert review, the nature of the stability issues either caused or aggravated by 'File Server 1'</p> <p><b>Reason: To resolve stability issues leading to server failures and excessive downtime.</b></p>	<p>Agreed</p> <p><b>Project Complete June 2016</b> –  <i>Filesrv1 has been completed and further consideration being given to approach for fileserver 2. Filesrv 3 is also complete and the old server is due for decommissioning</i></p>	<p>A new file server cluster has been implemented and improved the resilience of key services.</p> <p>Filesrv2 remains stable with timescale for clustering being considered.</p> <p>The new Uniform server has been commissioned and the application was upgraded at the start of December.</p>
<p>1.2 To ensure that suitable server power is provided to prevent logon issues during busy periods;</p> <p><b>Reason: To resolve failures related to heavy traffic during busy periods at WDC offices.</b></p>	<p>Agreed</p> <p>Issues experienced in the Autumn of 2015 were stabilised. Changes to the deployment of VDI have improved service resilience and capacity.</p> <p><b>Migrations to desktop deployment started in December 2015. Project Complete March 2016</b></p>	<p>Changes to the deployment of virtual desktops were completed at the start of 2016 to improve service resilience and capacity.</p> <p>A further project is in progress to replace the VDI hardware and software. Expected completion date May 2017</p>

Recommendation	Cabinet Response	Update and actions being taken
<p>1.3 That adequate and knowledgeable support is available from Capita, both remotely and on-site, for specialist programmes and systems;</p> <p><b>Reason: In order to provide IT support that maintains 99.9% operational efficiency.</b></p>	<p>Agreed</p> <p>Changes have been made to the Capita teams supporting WDC services, with the appointment of a new Account Director, Service Delivery Manager and Technical Team Leader Service. Business application support is provided by application providers often as part of the application license. The service level agreements in place with key application providers are being reviewed. Improved levels of support may be available at additional cost.</p>	<p>Improvements in incident management have been sustained. The number of day to day incidents have reduced to manageable levels and, when they arise, are addressed more quickly.</p> <p>Focus has turned to continuing to reduce / reduce the impact of all / multiple user incidents.</p> <p>Service received from 3<sup>rd</sup> party application providers is reviewed and reported as part of monthly service review meetings. Capita engineers escalate issues held with third parties in order to expedite engagement, as appropriate.</p>
<p>1.4 To require Capita to provide an action plan for fixing issues that have been identified;</p> <p><b>Reason: To tackle the culture of patching.</b></p>	<p>Agreed</p> <p>A service improvement plan has been implemented to improve the support being provided by Capita. Improvement plans have focused on: -</p> <ul style="list-style-type: none"> <li>• Call management handling</li> <li>• Performance reporting</li> <li>• Project management</li> </ul>	<p>A schedule of weekly and monthly meetings has been established to regularly review the management and performance across the managed service contract.</p> <p>Information about incidents is provided and reviewed on a daily basis.</p> <p>A continuous service improvement plan is in place, with actions and progress being reported on a monthly basis (more frequently as necessary).</p> <p>Executive level meetings involving the Chief Executive continue and are held every six to eight weeks.</p>

Recommendation	Cabinet Response	Update and actions being taken
	<ul style="list-style-type: none"> <li>• Asset management</li> <li>• Help Desk – first time fix scope</li> <li>• Resourcing</li> </ul> <p>The recently revised incident &amp; service request call management process will improve the timescale for the escalation of calls awaiting resolution with third parties, in order to improve visibility and escalation of calls to the client team.</p> <p>The number of open incidents and service requests has been regularised and response to issues being monitored weekly.</p> <p>Regular meetings involving client officers, Capita and key third party application providers will be introduced.</p>	
<p>1.5 To ensure that where short term patches are used, they are communicated to all staff;</p>	<p>Agreed</p> <p>A regular (weekly currently) review of problem records has</p>	<p>From time to time incidents are difficult to fix. This could be because the incident relies on changes to a core application or infrastructure</p> <p>In these circumstances, and where a reasonable workaround is available, Capita will create a problem record.</p>



Recommendation	Cabinet Response	Update and actions being taken
<p><b>Reason: To resolve problem of repetitive issues across departments.</b></p>	<p>been introduced.</p> <p>A mechanism for communicating problem records to users (and between Capita resolver teams), their impact and the “workaround” available is currently being developed.</p>	<p>Users are informed about the workaround available and that their incident has been allocated to a problem record.</p> <p>Open problem records have reduced from 9 to 3</p>
<p>1.6 That the possibility of implementing financial penalties against Capita for failures be explored.</p> <p><b>Reason: To hold Capita to account for failures and ensure implementation of action plans.</b></p>	<p>Agreed</p> <p>A monthly performance meeting is held to review performance against contractual service levels.</p> <p>A range of additional performance information over and above the standard reports is being sought to further validate service level performance (and monitor progress against the service improvement plan).</p>	<p>The contract has mechanisms available to impose financial penalties in the event of performance falling below contractual service levels.</p> <p>Service credits are issued for under performance. In Year 1 of the contract a total value of £36k of service credits was received.</p> <p>Service credits levied have fallen as performance has improved. Although service credits have been charged consistently each month of year 2, the financial value is £2k so far (though 2 incidents are currently being disputed).</p>
<p>1.7 To scope out, develop and implement a modern IT infrastructure of servers and systems that will support continual growth and development in WDC’s use of technology;</p>	<p>Agreed</p> <p>Over the last few years, the Council has migrated to using cloud and virtualised technologies; both servers and desktops have been virtualised and much of our hardware is located off-site in third party</p>	<p>WDC’s server estate consists of a number of offsite Server “hosts” replaced last year as part of the Transition to Capita which run VMware virtualised technologies. These hosts manage over 120 virtual servers the majority of which run Windows 2008 or 2012. These server hosts connect to a backend dual node SAN supporting over 40TB of data.</p> <p>All applications are delivered to officers via Thin Client technology using VMware View VDI desktops. This enables officers to access their applications</p>

Recommendation	Cabinet Response	Update and actions being taken
<p><b>Reason: To end issues relating to current infrastructure and prepare WDC ICT for ongoing development as the nature and functionality of technological innovations improve our operational capabilities.</b></p>	<p>data-centres (a private cloud). With these changes, the Council has become less location dependent and the performance of services accessed both on-site and remotely has significantly improved.</p> <p>With the changes implemented, the Council is in a position to take further advantage of technology advances including Software as a Service (SaaS) and Infrastructure as a Service (IaaS). However, the overriding priority, regardless of the method of service delivery, is to: -</p> <ul style="list-style-type: none"> <li>• Provide excellent, responsive and accessible services</li> <li>• Enable service improvements and cost reduction through business transformation.</li> <li>• Provide a consistent approach to the delivery and use of technology.</li> <li>• Support and develop partnership working</li> <li>• Value data and store and</li> </ul>	<p>via their WDC provided laptop from anywhere, either in the office, at home or where there is an internet connection.</p> <p>Further projects scheduled to be completed by the end of the 2017/2018 financial year include: -</p> <ul style="list-style-type: none"> <li>• The refresh of laptop devices – (scheduled to complete July 2017).</li> <li>• Replacement of VDI servers &amp; software – scheduled to complete May 2017</li> <li>• Replace the Uniform server and application upgrade – completed December 2016</li> <li>• Upgrade telephony and introduce Skype for Business - scheduled to complete July 2017.</li> <li>• Implement Office 365 <ul style="list-style-type: none"> <li>○ Members (e-mail,) – scheduled for April/May 2017</li> <li>○ Officer – e-mail – scheduled for July 2017</li> <li>○ MS Office upgrade (Office 13) – April</li> <li>○ Sharepoint – file storage – planned for 2018</li> </ul> </li> <li>• Upgrade internet capacity – scheduled for Jan/Feb 2017.</li> </ul>

Recommendation	Cabinet Response	Update and actions being taken
	<p>manage it securely.</p> <p>The ICT Capital Programme included in budgets sets out the current future programme of projects to build on the latest technologies implemented</p>	
<p>1.8 To devise, schedule and implement a single sign-on process for Members and Officers.</p> <p><b>Reason: To reduce inefficiencies related to constant logging in and out of software.</b></p>	<p>Not agreed</p> <p>pending further investigation</p>	
<p><b>2. To standardise, streamline and progress the operating systems, processes and tools in use</b></p>		
<p>2.1 To immediately devise, schedule and implement a plan to upgrade all council devices running on Windows to Windows 10;</p> <p><b>Reason: To resolve issues relating to age and</b></p>	<p>Partially agreed.</p> <p>A feasibility project will be undertaken and is scheduled to start in September 2016 and complete by the end of the year.</p> <p>Windows 7 remains in support</p>	<p>New devices deployed as part of a laptop refresh which will be installed with Windows 10 Initial contact with key application providers e.g. Uniform confirm that applications are not supported in Windows 10.</p> <p>Will continue to use Windows 7 for VDI desktops, pending development by third party application providers. Windows 7 remains in support until 2020.</p>

Recommendation	Cabinet Response	Update and actions being taken
<p><b>variance of operating systems, and to improve efficiency and consistency within the work flow.</b></p>	<p>until 2020.</p> <p>All applications will require testing for compatibility with Windows 10. The feasibility testing will inform the approach and timescales for the upgrade.</p>	
<p>2.2 To immediately devise, schedule and implement a plan to upgrade all Members and Officers to Office 365;</p> <p><b>Reason: To standardise digital tools in use by Members and Officers to improve efficiency and consistency within the work flow.</b></p>	<p>Partially agreed</p> <p>A business case and options appraisal is currently being undertaken to review options available. The business case and options appraisal is due in November 2016</p>	<p>See 1.7</p>
<p>2.3 To work with RSA or competitors to move away from hardware security tokens and introduce software based security tokens, or token less authentication;</p> <p><b>Reason: To modernise and streamline the necessary 2-stage authentication</b></p>	<p>Partially agreed.</p> <p>Other authentication tools can be reviewed and/or implemented when the existing tokens expire.</p> <p>We are reviewing the potential of providing an option of a software (text) based service (as an alternative) subject to the</p>	<p>RSA is the preferred DFA method for VMware</p> <p>Physical tokens are provided so access to webmail is not device dependent</p> <p>The current provision of dual factor authentication using the physical RSA token is due for renewal in September 2017 and options to move to software based tokens will be done prior to this.</p>

Recommendation	Cabinet Response	Update and actions being taken
<b>process.</b>	current license position.	
2.4 To implement a new Members ICT Scheme whose core elements should include:	<p>Further action required.</p> <p>It is proposed that a working group including Members of the Cabinet Member for HR, ICT &amp; Customer Services PAG and the Task &amp; Finish Group meet to specify the requirement, review and trial options and recommend a revised scheme.</p>	<p>The Working Group (Cllr's D Shakespeare OBE, K Ahmed, M Hussain, D Johncock, S Raja, S Saddique, R Scott &amp; L Wood – <i>apologies received from Cllrs D Knights &amp; C Etholen</i>) met on 26<sup>th</sup> October to consider ICT provision for Members.</p> <p>From discussions it is clear that Members wish to work differently, some using devices they provide themselves (allowing Members, for example, to use the same device for Council, work and personal uses), others preferring to use devices provided by WDC for Council business.</p> <p>Applications to support Members in their role include: -</p> <ul style="list-style-type: none"> <li>• E-mail and calendar</li> <li>• Modern Gov (including authority to access exempt items)</li> <li>• MS Office applications</li> <li>• Internet access</li> </ul> <p>Essentially, Members need the ability to connect to the internet to access applications and information using either a device provided by the Council to support Members in undertaking Council business or using a device (or devices) of their own.</p> <p>Proposed that in the short term, Members be invited to have the VMWare Horizon client installed to their devices (Council provided or personal, subject to the loading of mobile device management</p>

Recommendation	Cabinet Response	Update and actions being taken
		<p>software), providing access to the WDC network suite of applications and network file storage. This provides the same applications available to officers.</p> <p>In addition, next year to deploy Office 365 (see 1.7 above), providing cloud e-mail &amp; calendars, (again available on Council provided or personal devices, subject to the loading of mobile device management software).</p>
<p>2.4.1. An end to the provision by WDC of printed documentation for meetings;</p> <p><b>Reason: To continue our move towards 'digital by design'.</b></p>	<p>Further action required.</p> <p>Issue for Members and Democratic Services.</p>	<p>Issue to be discussed with Democratic Services</p>
<p>2.4.2. The introduction of a £25 per month Members ICT allocation;</p> <p><b>Reason: To cover the costs of digital and remote working.</b></p>	<p>Further action required.</p> <p>.Issue for Members but informed by the work of the PAG/T&amp;F Group.</p>	<p>Review of the existing scheme to be undertaken following agreement to future provision.</p>

Recommendation	Cabinet Response	Update and actions being taken
<p>2.4.3. The mandatory issue to all members of a combined notebook &amp; tablet, and a smartphone, which operate on Windows 10 and are compatible with Office 365, particularly the current version of Microsoft Outlook.</p> <p>These devices will be designated as the Members property and paid for using the £25 Members ICT allocation, so that the Members will fully own the devices at the end of their term in office;</p> <p><b>Reason: To resolve issues relating to the variance of operating systems and devices in use, to standardise Members equipment to improve efficiency, to increase functionality and versatility of members equipment, to resolve issues with webmail and calendars. Generally, to provide</b></p>	<p>Further action required.</p> <p>The Member ICT Scheme was revised in April 2015 and came in effect following the District Council elections in May 2015. Details of the revised scheme are attached</p> <p>The Task &amp; Finish Group have made recommendations for the scheme to be reviewed. Key here is being clear about the functionality required by Members to ensure any revised solution meets the requirements identified.</p> <p><i>Refer to 2.4 above.</i></p>	<p>As above</p>

Recommendation	Cabinet Response	Update and actions being taken
<b>Members with effective ICT tools.</b>		
<p>2.4.4. The new devices should also provide Members with access to the shared drive, and must allow sharing of calendars with third parties;</p> <p><b>Reason: To improve work flow efficiency, capabilities and organisation</b></p>	<p><i>Refer to 2.4 above</i></p>	<p>Members have access to the shared drive (through the content locker) on Ipads and smartphones.</p> <p>Implementing VMWare Horizon View will also provide access to shared drives.</p> <p>Access to network shared drives will become available with the deployment of Sharepoint (scheduled for 2018).</p>
<p>2.4.5. To design and implement a mandatory training programme and set of training tools for Members on how to use their new devices. This training is to be repeated following every District Council election and all members must complete it;</p> <p><b>Reason: To ensure that all</b></p>	<p>Agreed.</p> <p>The design and implementation of training to be considered by the PAG / T&amp;F Group.</p>	<p>Introductory and intermediary training sessions were made available to Members in October &amp; November 2015.</p> <p>Proposed that Members make appointment with nominated officers to provide personal training / “how to” sessions.</p>



Recommendation	Cabinet Response	Update and actions being taken
<p><b>Members have the same level of digital literacy and are familiar with new equipment and innovations within supplied software.</b></p>		
<p>2.4.6. To allow Officers to purchase the same devices as Members on a monthly payment scheme for work and/or private use;  <b>Reason: To provide parity and standardisation between Members and Officers to improve efficiency and consistency.</b></p>	<p>Not agreed</p> <p>Officers are provided with devices required to perform their roles.</p>	
<p>2.4.7. To develop a process for offering disused technology (e.g. iPads) for purchase by Members and Officers.  <b>Reason: To recoup as much funding as possible from disused devices to roll into budgets for acquiring new equipment.</b></p>	<p>Not agreed.</p> <p>End of life devices have limited value. However a scheme could be developed allowing Members and officers to purchase devices, however, any WDC licenced software applications would have to be removed and depending on what device it was this would</p>	<p>At end of life devices are wiped (all licenced applications and operating systems) and either recycled or, on a limited number of occasions, provided to voluntary organisations.</p> <p>If devices are considered to be Members (and paid for using the Member ICT allowance scheme) then ownership would remain with Members at end of life (end of the 4 year Council term).</p>

Recommendation	Cabinet Response	Update and actions being taken
	Include the operating system	
<p>2.4.8. For members of the ICT Task and Finish Group to be included in any trial of new equipment as they will be able to provide an informed review.</p> <p><b>Reason: To ensure that any trial is viewed from the wider perspective of the needs of WDC as a whole as outlined in this report, not just personal preference.</b></p>	<p>Agreed</p> <p>It is proposed that a working group including Members of the Cabinet Member for HR, ICT &amp; Customer Services PAG and the Task &amp; Finish Group meet to specify the requirement, review and trial options and recommend a revised scheme.</p>	<p>A small group of Members, taken from the HR, ICT &amp; Customer Services PAG informally trialled devices prior to the refresh of the Members IT scheme in May 2015.</p> <p>See 2.4 above</p>
<p>2.5. To include Members on the 'All Staff' mailing list, and to close the Members' Extranet and transfer them to the Staff Intranet;</p> <p><b>Reason: To ensure that Members do not miss vital or useful communications.</b></p>	<p>Not agreed</p> <p>Matter for CE</p>	<p>Members Update is published to Members' weekly.</p>
<p>2.6. To ensure that the highest possible Wi-Fi</p>	<p>Agreed</p>	<p>A separate Members Wi-Fi has been implemented – WDCCLLR.</p>

Recommendation	Cabinet Response	Update and actions being taken
<p>and Internet speeds are available throughout the Council buildings at Queen Victoria Road site;</p> <p><b>Reason: To resolve issues around internet traffic at peak meeting times.</b></p>	<p>Superfast broadband is not currently available from BT for WDC Offices.</p> <p>BT to be contacted for a proposal, including costs, of providing superfast broadband.</p> <p>.</p>	<p>This, although contended, provides a download speed of between c15 to 20Mb/sec.</p> <p>Improvements have been made to the public access Wi-Fi (WDCPUB) which has a download speed of c3 to 7.5Mb/sec</p>
<p>2.7. To install such hardware or software as may be necessary to cast presentations to Members' portable devices, ending any reliance on (but not necessarily the use of) projector screens, particularly in the Council Chamber;</p> <p><b>Reason: To resolve issues around poorly placed projector screens, and to improve functionality and versatility.</b></p>	<p>Further action required</p> <p>It is proposed that the PAG/T&amp;F Group consider options and make recommendations accordingly.</p>	<p>To be reviewed alongside improvements to Council Chamber.</p>

Recommendation	Cabinet Response	Update and actions being taken
<p>2.8. To provide Members' payslips and certificates online;</p> <p><b>Reason: To continue our move towards 'digital by design'.</b></p>	<p>Agreed</p> <p>On-line payslips can be made available for Members. Implementation will include a period of dual provision (paper and on-line payslips) before withdrawing paper payslips.</p>	<p>Scheduled for implementation from March 2017 (with both paper and on-line payslips provided in March, April and May). On-line payslips from June 2017 onwards.</p>
<p>2.9. To provide USB charging sockets in the Council Chamber and at desks in meeting rooms;</p> <p><b>Reason: to reduce the amount of equipment Members and Officers have to carry.</b></p>	<p>Partially Agreed.</p> <p>This is dependent upon costs to change power sockets to include USB charging points. This has been requested</p>	<p>Democratic services have been provided with a number of chargers to be made available to Members at meetings.</p> <p>Power sockets in the Council Chamber to include USB charging points.</p>
<p>2.10. Explore the possibility of using electronic voting in the Council Chamber, and having Councillors names displayed on public screens when speaking.</p> <p><b>Reason: To improve the efficiency of meetings and</b></p>	<p>Further action required</p> <p>Refer to 2.7 above.</p>	<p>Options to improve facilities available in the Council Chamber are being explored. Members of the Working Group to be invited to meet with a provider in the New Year to explore options and indicative costs.</p>

Recommendation	Cabinet Response	Update and actions being taken
the experience for the public.		
<b>3. To implement a formal monitoring and review process for the ICT provision and incorporation of technology into work flow at WDC:</b>		
<p>3.1. The Cabinet Member for HR, ICT &amp; Customer Services is requested to give an annual presentation to the Improvement &amp; Review Commission on the state of the ICT provision at WDC, and the progress made with the recommendations of the Commission;</p> <p>3.2. The HR, ICT &amp; Customer Services Policy Advisory Group to monitor progress of ICT development in the interim;</p> <p>3.3. A full assessment of the ICT provision to be undertaken by a</p>	<p>Partially agreed</p> <p>It is proposed that the Cabinet Member for HR, ICT &amp; Customer Services make an annual presentation to Cabinet as part of the budget setting process and shared with I&amp;R.</p> <p>Agreed</p> <p>Agreed</p>	<p>Annual report and presentation scheduled for each Autumn as part of the budget setting process.</p>

Recommendation	Cabinet Response	Update and actions being taken
<p>Task and Finish Group once in each four year Council Term.</p> <p><b>Reason for these recommendations: To ensure the implementation of recommendations and timely future adaptation of ICT provision across the organisation, continuing to drive efficiency, consistency, versatility, functionality, high quality service provision and good value</b></p>		
<p>The Task and Finish Group consider the above recommendations to be featured in a general order of priority.</p>		

# Agenda Item 5.

## RECOMMENDATIONS OF THE RURAL ISSUES TASK AND FINISH GROUP

Officer contact: Jemma Durkan (Senior Democratic Services Officer) 01494 421365, jemma.durkan@wycombe.gov.uk

### ***What is the Commission being asked to do?***

- i) To consider the recommendations of the Rural Issues Task and Finish Group as outlined below;
- ii) To decide on whether to endorse, amend or reject these recommendations for referral onto the Cabinet Meeting of 2 February 2017; and
- iii) To note that the Rural Issues Task and Finish Group has now completed its work.

### **Task and Finish Group Recommendations -**

1.1 That Cabinet be recommended:

- a) That superfast broadband is a key infrastructure requirement to be provided as a similar service to utilities for new homes in rural areas in the district, and the current Connected Counties project providing superfast broadband continue to be monitored and provided to the more difficult rural areas in the district.

#### **Reason for this Recommendation**

The Task and Finish Group were concerned at the lack of superfast broadband being provided to new rural homes and that developers should be obligated to provide this to any new homes being built. Also developers should provide the facility to a point within dwellings so that superfast broadband can be accessed as soon as a property is occupied. As many people now work and run businesses from home in rural areas superfast broadband is a key element of maintaining and developing a successful business and developing the rural economy.

The third phase of the Connected Counties project would provide superfast broadband to the final 5% of homes not yet connected. It was noted that this would be the most difficult to reach areas and this part of the project should be monitored to ensure that delivery outcomes are met and all homes in rural areas have access to superfast broadband.

- b) That Affordable Rural Housing built in the District be kept as such if sold in the future on the open market.

#### **Reason for this Recommendation**

There was concern that if an affordable rural property was sold on the open market this would then become unaffordable to residents in the local area. As affordable rural housing was not in large supply it was important for legislation to be in place to protect the status of these properties for local residents to access in the future.

- c) That rural parish councils be supported by Wycombe District Council in providing a Local Housing Needs Survey if any parish council in the District choose to investigate a need for affordable rural housing.

**Reason for this Recommendation**

This would provide support for local parish councils if they wish to provide affordable rural housing for their residents and if developers show an interest in an area in their parish for development. A Local Housing Needs Survey would show evidence of affordable rural housing requirement in their parish.

- d) That organisations such as The Caravan Club be contacted to promote tourist campsites in the District and local farmers be encouraged to diversify their businesses to offer land for caravan and campsites or to provide holiday accommodation.

**Reason for this Recommendation**

There were very few campsites in the District that were supported by organisations such as The Caravan Club. These organisations provide support and marketing for camping and caravanning sites and would encourage tourists to visit rural areas in the District. To enhance the rural economy farmers could diversify their businesses to include tourist accommodation which could provide additional income to sustain their businesses for the future.

- e) That tourist information be made available at community libraries in rural areas in the District and be suitable promoted.

**Reason for this Recommendation**

As there were only three Tourist Information Centres in the District this would provide additional provision for providing local tourist information for minimal cost. This could be promoted by the District Council and enable tourists and local residents to access information in rural areas.

- f) To enable links with neighbouring local authorities and specialist organisations, such as the Chilterns Society, to promote walks and trails in and around adjoining districts.

**Reason for this Recommendation**

There were many walks and trails in and around the Wycombe District that crossed over into other district and county councils areas. This would help promote activities to tourists in other areas and encourage them to participate in events that they may not usually be aware of and this in turn would enhance tourism at a local level.



## Background and Issues

1.2 The Rural Issues Task and Finish Group was set up by the Improvement and Review Commission on 13 January 2016 and the following Terms of Reference were subsequently agreed at the meeting on 19 May 2016:

- To suggest/identify measures that can be taken to improve/develop rural affordable housing and the rural economy including broadband provision.

The Group Membership was as follows:

Chairman: Councillor Carl Etholen

Vice-Chairman: Councillor Mark Harris

Membership:

Councillor Hugh McCarthy

Councillor Mrs Shade Adoh

Councillor John Savage

The following investigations were carried out by the Group:

Monday 18 April 2016

- Scoping Meeting

Thursday 19 May 2016

- Visit from with Nick Phillips, Chief Executive of Community Impact Bucks and member of The Buckinghamshire Rural Affairs Group (BRAG).

Tuesday 26 July 2016

- Visit from Heather Dean, Head of Skills and Business support, Buckinghamshire Business First.

Wednesday 5 October 2016

- Visit from WDC Planning Officer, WDC Housing Officer and WDC Tourism Officer.

Wednesday 9 November 2016

- Discussion and finalising of recommendations.

## **Conclusions/ Recommendations**

The Group having taken evidence from external sources and WDC officers identified that superfast broadband, rural affordable housing and tourism were key elements for residents and businesses in the rural area.

The Council had invested in the Connect Counties project to enable superfast broadband to be available for everyone in the District. It was important that this project was monitored and effective for people in rural areas so that they were offered equal opportunities as residents and business in the towns.

As house prices were continuing to rise and becoming increasingly more difficult to access for some residents in rural areas it was apparent that rural housing was an important aspect in keeping local communities together. Local parish councils were an integral part of planning for future housing, and with regards to housing requirements in the new Local Plan, it was important to make sure rural parish councils were supported by the District.

Tourism was an integral aspect of the rural community and provided a large part of the rural economy. It was important that the Council help to promote and support rural businesses therefore sustaining the economy and future of rural communities.

## **Next Steps**

To be referred to the Improvement & Review Commission on Wednesday 11 January 2017 for onward referral, with endorsement, amendment or rejection, to Cabinet on 2 February 2017.

## **Background Papers**

Held in Democratic Services

## Agenda Item 6.

### CONSIDERATION OF WORK PROGRAMME SUGGESTION FORM: EXPLORATION OF THE EFFICACY OF TRAFFIC MANAGEMENT AT HANDY CROSS ROUNDABOUT.

Officer contact: Peter Druce (Democratic Services Officer) 01494 421210 (ext 3210)  
[peter.druce@wycombe.gov.uk](mailto:peter.druce@wycombe.gov.uk)

#### ***What is the Commission being asked to do?\****

To consider the establishment of a task and Finish Group in respect of the Exploration of the efficacy of traffic management at Handy Cross junction.

#### **Background and Issues**

Councillor Mark Harris has submitted a topic for inclusion in the Commission's Work Programme specifically as a Task & Finish Group, regarding the exploration of the efficacy of traffic management at Handy Cross Roundabout, with a focus on the current situation and the situation as it unfolds in relation to planned local development.

This submission is attached as Work Programme Suggestion Form completed by Councillor Harris (**Appendix A**).

The Commission's view is sought as to whether this Task and Finish Group is to be set up, with a timescale for completion and Group membership established if appropriate.

## Guidance for Councillor for Work Programme Suggestions

### **Proposed scope / focus of review**

Identify precisely what will be reviewed to provide focus and direction.

### **Your rationale for selection**

What are the reasons for reviewing the topic and the key issues? Are they good ones which will stand up to Scrutiny themselves?

e.g. Is the issue important to local people?

What is the strength of Member interest?

What is the possible impact of a review – is there the potential to make a difference?

The focus must be on improving services, performance, policies or decisions for residents and/or significant savings. The Commission needs to be sure that the reviews do not tie up officers on work which has little impact.

### **Evidence**

What are the issues / facts which will support the need for a review?

e.g. Is there any evidence of dissatisfaction with the service or under performance?

### **Desired outcomes/objectives**

What are the outcomes the review is seeking or expected to achieve and how will it benefit or impact on the local community? Again, the Commission needs to be sure that the reviews do not tie up officers on work which has little impact.

e.g. Will the outcomes assist in achieving corporate priorities? If so, which ones?

### **Other comments**

Any other information, proposals or queries.

e.g. How will the subject be reviewed and is this achievable by the resources available?

The Commission needs to be aware of any impact on the ability of officers to deliver services especially small teams where there is likely to be a disproportionate impact.

What sort of timescale is involved?

Need to check what else has happened, is happening or is planned in the areas being considered in order to avoid duplication or wasted effort ( i.e. have regard to the wider programmes of reviews recently completed, being undertaken or programmed).

Are there other, more suitable, ways of investigating or picking up the issues?

## Work Programme Suggestion Form

### Democratic Services

Wycombe District Council

Council Offices

Queen Victoria Road

High Wycombe, Buckinghamshire HP11 1BB

[committeeservices@wycombe.gov.uk](mailto:committeeservices@wycombe.gov.uk) 01494 421214

Your Name: Mark Harris  
Contact Number: 0777-821-0821

### Proposed Scope / focus of review:

To explore the efficacy of traffic management at Handy Cross roundabout, with a focus on the current situation and the situation as it unfolds on relation to planned local development.

### Your rationale for selection:

Strong local public opinion on a range of issues as detailed below

### Evidence:

Public meetings, discussions with a range of local bodies, discussions with national bodies such as Highways England, CCTV footage.

### Desired outcomes / objectives / possible terms of reference:

To address any or all of the matters as follows:

- 1) There are three lanes on the roundabout approaching the node where traffic coming from London leaves the M40. All three lanes can go straight on. Only the right lane can turn right. However, traffic in the middle lane regularly turns right, as evidenced by CCTV footage and accepted by national agencies. This gives rise to countless near misses, road rage incidents and minor bumps. Only the low speeds generally involved mean that more serious accidents do not occur.

Aim – to explore what options there are to improve the situation, what costs would be involved, and to identify budget.

- 2) Traffic exiting the C100 to join the roundabout have been seriously disadvantaged by changes to the traffic light sequencing. It is understood that this is intentional, to discourage northbound users of the A404 from using the C100 as a rat run. This is perceived by those who use the C100 as unfair and it significantly detracts from their quality of life, especially when taken in conjunction with point 3 below.

Aim – to explore what options there are to improve the situation, what costs would be involved, and to identify budget.

- 3) Yellow boxes around the roundabout (i) are very faded (ii) are not enforced and (iii) do not meet the objectives of road users, particularly those exiting the C100.

Aim – to explore what options there are to improve the situation, what costs would be involved, and to identify budget.

- 4) There has been recent development which impacts on traffic flow, developments such as the opening of Next, Waitrose, the coach park, the relocated park'n'ride and the new sports centre. There is proposed future development including (but not limited to) a new Costco, a hotel, offices, homes, increased light industry at Wycombe Air Park and development of the waste facility at Booker.

Aim – to understand how any/all of these changes will impact on traffic flow and to plan for these changes.

### Other comments:

Members, residents and others might have other strands they wish to introduce – I would be pleased to consider suggestions.

What timescale do you perceive to be necessary for this review?

- Within six months

# Agenda Item 7.

## **COMMISSION'S WORK PROGRAMME AND CABINET FORWARD PLAN**

**Officer contact:** Catherine Whitehead (Head of Democratic, Legal & Policy Services)  
DDI: 01494 421980

Email: [catherine.whitehead@wycombe.gov.uk](mailto:catherine.whitehead@wycombe.gov.uk)

### **What is the Commission being asked to do?**

The Commission is asked to

- (i) note this update on the Work Programme as a whole;
- (ii) identify any topics from the Cabinet Forward Plan that require review by the Commission at a future meeting, ahead of any item scheduled for consideration by Cabinet; and
- (iii) note the current position with regard to the Task and Finish Groups.

### **Task and Finish Groups**

The Commission is permitted (under the Constitution) to establish four Task and Finish Groups at any one time (not including joint Task and Finish Groups).

The current position regarding the two established Task and Finish Groups is as follows:

- **Local Plan Task and Finish Group**

The Local Plan Task and Finish Group has met on a number of occasions to review the ongoing preparation of the Plan. This included reviewing the draft proposals for Princes Risborough in early 2016, the draft main Local Plan in the middle of 2016, and subsequently discussing the initial outputs from that consultation and the main issues arising in September.

It is proposed that the Group meet on one more occasion around mid-February 2017 to review the emerging final proposals for the Plan, that will take account of the response to the earlier consultations and latest technical work that has been undertaken. The Plan will be presented to Cabinet on 13<sup>th</sup> March and the on to Full Council for approval, prior to publishing it in April for statutory consultation before it is submitted to the Planning Inspector for examination.

- **Budget Task and Finish Group**

As agreed at the meeting of the Commission on 13 June 2016 Members agreed to the set-up of the Budget Task and Finish Group to be carried out in two stages as per the previous year. Reports to Cabinet in November for the input of recommendations for consideration for inclusion in the evolving 2017-18 budget, then again in February with recommendations as a result of the scrutiny of the proposed budget

The 1<sup>st</sup> phase was completed by report to the Commission at its last meeting 9 November 2016 and the Cabinet Meeting of 16 November 2016.

The 2<sup>nd</sup> phase recommendations are to be reported direct to the Council Tax Setting Cabinet Meeting of 6 February 2017 by the Group Chairman Councillor Alex Collingwood and the Commission Chairman Councillor Ron Gaffney.

### **Proposing new Review Topics**

If at any time Commission Members wish to suggest further topics for the Commission's consideration then please complete and return the new Work Programme Suggestion Form (**Appendix C**) to the Democratic Services section for consideration at a future meeting of the Commission.

No suggestions have previously been received for consideration at this meeting.

### **Scrutiny Work Programme**

For items coming to meetings of the Commission that are not the subject of a Task and Finish Group, please see the table in **Appendix A**, the current active Task and Finish Groups are also featured in this document in the Gantt chart at the end.

### **Cabinet Forward Plan**

The Commission is also asked to consider the draft Cabinet Forward Plan published on 10 November 2016 (**Appendix B**). The purpose of submitting the Forward Plan to the Commission; is so that Members can review forthcoming items and highlight any reports that the Commission would like to consider ahead of Cabinet consideration.



Wycombe District Council – published 10 November 2016

Improvement & Review Commission Plan – DECEMBER 2016 – JUNE 2017

Title & Subject Matter	Wards	Corporate Priority	Date to be taken	Lead Member	Department	Where referred to (if referred)	Contact Officer
Update from Cabinet Member for ICT on Task & Finish Group recommendations An update from the Cabinet Member for HR, ICT & Customer Services on progress in respect of ICT Task & Finish Group recommendations (June 2016).	All Wards	Pounds. Delivering value for money	11 January 2017	Cabinet Member for HR, ICT & Customer Services	Human Resources, ICT/Customer Service Centre & Shared Support Services		John McMillan, Head of HR, ICT & Customer Services john_mcmillan@wycombe.gov.uk
Rural Issues Task & Finish Group Recommendations Recommendations of the Rural Issues Task & Finish Group	All Wards	People. Engaging and working with our communities	11 January 2017	Cllr Carl Etholen	Democratic, Legal & Policy Services	Cabinet 14/11/16 or 6/2/17	Charles Meakings, Head of Democratic, Legal and Policy Services charles_meakings@wycombe.gov.uk Tel: 01494 421982
Report of the Budget Task & Finish Group Stage 2 Report of the Budget (2017-18) Task & Finish Group Stage 2 - Scrutiny of Emerging Budget	All Wards	Pounds. Delivering value for money	11 January 2017	Improvement & Review Commission	Finance	Cabinet 6 February 2017	Peter Druce, Democratic Services peter_druce@wycombe.gov.uk Tel: 01494 421210
Consideration of Work Programme Item Consideration of Work Programme Suggestion Form - Traffic Management Handy Cross Junction 4.	All Wards	Place. Sustainably regenerating the area	11 January 2017	Improvement & Review Commission	Planning & Sustainability		Catherine Whitehead, Head of Democratic, Legal & Policy. catherine.whitehead@wycombe.gov.uk
Commission's Work Programme & Cabinet Forward Plan Review of the Commission's Work Programme & Cabinet Forward Plan		People. Engaging and working with our communities	11 January 2017	Improvement & Review Commission	Democratic, Legal & Policy Services	n/a	Peter Druce, Democratic Services peter_druce@wycombe.gov.uk Tel: 01494 421210
Commission's Work Programme & Cabinet Forward Plan Review of the Commission's Work Programme & Cabinet Forward Plan	All Wards	People. Engaging and working with our communities	1 March 2017	Improvement & Review Commission	Democratic, Legal & Policy Services	n/a	Peter Druce, Democratic Services peter_druce@wycombe.gov.uk Tel: 01494 421210

Update on Transport Issues Cressex & Westhorpe Update on Transport Issues Cressex Industrial Estate & Westhorpe / Globe Park junction Marlow, see recommendations of IRC Regeneration Delivery Task & Finish Group	All Wards	Place. Sustainably regenerating the area	14 June 2017	Cabinet Member for Planning	Planning & Sustainability		Catherine Whitehead, Head of Democratic, Legal & Policy. catherine.whitehead@wycombe.gov.uk
Commission's Work Programme & Cabinet Forward Plan Review of the Commission's Work Programme & Cabinet Forward Plan	All Wards	People. Engaging and working with our communities	14 June 2017	Improvement & Review Commission	Democratic, Legal & Policy Services		Catherine Whitehead, Head of Democratic, Legal & Policy. catherine.whitehead@wycombe.gov.uk

## IMPROVEMENT AND REVIEW COMMISSION TASK AND FINISH GROUPS – as at 10 November 2016

2016-17								
NOV	DEC	JAN	FEB	MAR	APR			
<b>LOCAL PLAN TASK AND FINISH GROUP</b> <b>Chairman:</b> Cllr H McCarthy <b>Membership:</b> Cllrs Ms S Adoh, Miss S Brown, H Bull, A Collingwood (Vice Chairman), M Harris and R Raja. <b>Scheduled Meetings:</b> tbc.								
<b>RURAL ISSUES TASK AND FINISH GROUP</b> <b>Chairman:</b> Cllr C Etholen <b>Membership:</b> Cllrs M Harris (Vice Chairman), Ms S Adoh, H McCarthy & J Savage <b>Scheduled Meetings:</b> meetings concluded								
<b>BUDGET TASK AND FINISH GROUP (PHASE 2)</b> <b>Chairman:</b> Cllr A Collingwood <b>Membership:</b> Cllrs Miss S Brown, H Bull, Mrs L Clarke OBE, C Etholen, M Knight, D Knights (Vice Chairman), R Raja & C Whitehead. <b>Scheduled Meetings:</b> tbc								
	current task and finish group			planned task and finish group			extant groups not currently active	

**Wycombe District Council**  
**THE LOCAL AUTHORITIES (EXECUTIVE ARRANGEMENTS) (MEETINGS AND ACCESS TO INFORMATION) (ENGLAND)**  
**REGULATIONS 2012**

**Cabinet Forward Plan – 2016/2017– Published Thursday, 10 November 2016**

**Notice is hereby given of the decisions listed below that are likely to be taken in private at the meetings indicated. For further information on why these matters will be considered in private, please see the description on the individual item.**

**Should you wish to make any representations in relation to the meetings below being held in private, please contact Democratic Services, Wycombe District Council, Queen Victoria Road, High Wycombe, Bucks, HP11 1BB. Email: [committeeservices@wycombe.gov.uk](mailto:committeeservices@wycombe.gov.uk)**

Y = key decision      \* = item to be submitted/decision to be made if necessary

Title & Subject Matter	Key	Decision to be taken by	Will the report be held wholly or partly in private	Reason no public access	Lead Member & Contact Officer
<b><u>Special Cabinet 12 December 2016</u></b>					
Public Spaces Protection Order - Consultation Findings	Y	Cabinet	Open Report	N/A	Cabinet Member for Community  Community Services Team Leader
Local Plan Update	Y	Cabinet	Open Report	N/A	Cabinet Member for Planning  Team Leader Planning Policy

Title & Subject Matter	Key	Decision to be taken by	Will the report be held wholly or partly in private	Reason no public access	Lead Member & Contact Officer
Risborough Springs Swimming and Fitness Centre	Y	Cabinet	Open Report	N/A	Cabinet Member for Community  Community Commissioning Manager
Handy X Hub Funding Report for Phase 5	Y	Cabinet	Exempt Appendix	Para 3 - Information about the financial or business affairs of any particular person (including the authority holding that information).	Cabinet Member for Economic Development & Regeneration  Major Projects and Property Executive
Baker Street Redevelopment	Y	Cabinet	Exempt Appendix	Para 3 - Information about the financial or business affairs of any particular person (including the authority holding that information).	Cabinet Member for Economic Development & Regeneration  Major Projects and Property Executive
<b><u>January 2017</u></b>					
Individual Officer Decision - Council Tax Base Setting	Y	Mr S Richardson, Head of Finance and Commercial and Section 151 Officer	Open Individual Decision	N/A	Head of Finance and Commercial

Title & Subject Matter	Key	Decision to be taken by	Will the report be held wholly or partly in private	Reason no public access	Lead Member & Contact Officer
<b><u>Cabinet 6 February 2017</u></b>					
Referral from the Improvement & Review Commission - Recommendations of the Rural Issues Task and Finish Group (Part1)	Y	Cabinet	Open Report	N/A	Senior Democratic Services Officer
Cabinet Response to the Improvement & Review Commission Regeneration Task and Finish Group Recommendations	Y	Cabinet	Open Report	N/A	Cabinet Member for Economic Development & Regeneration  Major Projects and Property Executive
Revenue Budget and Council Tax Setting 2017/18	Y	Cabinet recommend to Council	Open Report	N/A	Cabinet Member for Finance and Resources  Head of Finance and Commercial
Lease for the QE11 Community Room To enable the completion of a lease for the management of the newly constructed QE11 Community Room.	Y	Cabinet	Open Report	N/A	Cabinet Member for Community  Community Facilities Project Manager

Title & Subject Matter	Key	Decision to be taken by	Will the report be held wholly or partly in private	Reason no public access	Lead Member & Contact Officer
Court Garden	Y	Cabinet	Open Report	N/A	Cabinet Member for Community  Community Commissioning Manager
Referral from the Improvement & Review Commission - Recommendations from the Budget Task & Finish Group	Y	Cabinet	Exempt Report	Para 3 - Information about the financial or business affairs of any particular person (including the authority holding that information).	Senior Democratic Services Officer
Insurance Contracts	Y	Cabinet	Exempt Report	Para 3 - Information about the financial or business affairs of any particular person (including the authority holding that information).	Cabinet Member for Finance and Resources  Technical Advisor Insurance and Finance
<b><u>Cabinet 13 March 2017</u></b>					
Budget Monitoring Report Quarter 3	Y	Cabinet	Open Report	N/A	Cabinet Member for Finance and Resources  Financial Services Manager
Handy X Update Report	Y	Cabinet	Exempt report (whole)	Para 3 - Information about the financial or business affairs of any particular person (including the authority holding that information).	Cabinet Member for Finance and Resources  Head of Finance and Commercial

Title & Subject Matter	Key	Decision to be taken by	Will the report be held wholly or partly in private	Reason no public access	Lead Member & Contact Officer
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### Members of the Cabinet

<b>Name</b>	<b>Address</b>	<b>Ward represented</b>	<b>Position</b>
Cllr Ms K Wood	c/o Wycombe District Council Council Offices Queen Victoria Road High Wycombe HP11 1BB	Tylers Green & Loudwater	Executive Leader of the Council
Cllr D Barnes	18 Juniper Rd Marlow Bottom Bucks SL7 3NX	Greater Marlow	Executive Deputy Leader & Cabinet member for Engagement & Strategy
Cllr Mrs J Adey	Hatherley, Princes Road, Bourne End, Bucks SL8 5HZ	The Wooburns	Cabinet Member for Community
Cllr D Carroll	10 Hoppers Way Great Kingshill Bucks HP15 6EY	Greater Hughenden	Cabinet Member for Youth & External Partnerships
Cllr D Johncock	32 Highfield Road Flackwell Heath High Wycombe Buckinghamshire HP10 9AN	Flackwell Heath & Little Marlow	Cabinet Member for Planning
Cllr J Langley	18 Rush Burn Wooburn Green Bucks HP10 0BT	The Wooburns	Cabinet Member for Housing
Cllr D Shakespeare	Elephant Walk House Hammersley Lane Loudwater High Wycombe HP13 7BY	Tylers Green & Loudwater	Cabinet Member for HR, ICT & Customer Services

Cllr Mrs J E Teesdale	43 Green Lane Radnage High Wycombe HP14 6DJ	Chiltern Rise	Cabinet Member for Environment
Cllr D Watson	Copper Howe, 17 Wendover Road, Bourne End 17 Wendover Road Bourne End Buckinghamshire SL8 5NS	Flackwell Heath & Little Marlow	Cabinet Member for Finance & Resources
Cllr R Wilson	25 Beechtree Avenue Marlow Bottom Bucks SL7 3NH	Marlow North & West	Cabinet Member for Economic Development & Regeneration

## Guidance for Councillor for Work Programme Suggestions

### **Proposed scope / focus of review**

Identify precisely what will be reviewed to provide focus and direction.

### **Your rationale for selection**

What are the reasons for reviewing the topic and the key issues? Are they good ones which will stand up to Scrutiny themselves?

e.g. Is the issue important to local people?

What is the strength of Member interest?

What is the possible impact of a review – is there the potential to make a difference?

The focus must be on improving services, performance, policies or decisions for residents and/or significant savings. The Commission needs to be sure that the reviews do not tie up officers on work which has little impact.

### **Evidence**

What are the issues / facts which will support the need for a review?

e.g. Is there any evidence of dissatisfaction with the service or under performance?

### **Desired outcomes/objectives**

What are the outcomes the review is seeking or expected to achieve and how will it benefit or impact on the local community? Again, the Commission needs to be sure that the reviews do not tie up officers on work which has little impact.

e.g. Will the outcomes assist in achieving corporate priorities? If so, which ones?

### **Other comments**

Any other information, proposals or queries.

e.g. How will the subject be reviewed and is this achievable by the resources available?

The Commission needs to be aware of any impact on the ability of officers to deliver services especially small teams where there is likely to be a disproportionate impact.

What sort of timescale is involved?

Need to check what else has happened, is happening or is planned in the areas being considered in order to avoid duplication or wasted effort ( i.e. have regard to the wider programmes of reviews recently completed, being undertaken or programmed).

Are there other, more suitable, ways of investigating or picking up the issues?

## Work Programme Suggestion Form

Democratic Services  
Wycombe District Council  
Council Offices  
Queen Victoria Road  
High Wycombe, Buckinghamshire HP11 1BB

[committeeservices@wycombe.gov.uk](mailto:committeeservices@wycombe.gov.uk) 01494 421214

Your Name:

Contact Number:

**Proposed Scope / focus of review:**

**Your rationale for selection:**

**Evidence:**

**Desired outcomes / objectives / possible terms of reference:**

**Other comments:**

What timescale do you perceive to be necessary for this review?

- Urgent                       Within six months                       Within 6-12 months

# Agenda Item 8.

## **INFORMATION SHEETS**

Submission of information sheets issued since the previous meeting, insofar as they affect the Commission. Members are reminded to give 24 hours notice if they wish to ask a question on an information sheet to ensure that an answer can be given at the meeting.

- 2/2016 – Thames Valley Police's CCTV Control Room Project (14 November 2016).

## Agenda Item 9

### **COUNCILLOR CALL FOR ACTION**

To consider any Councillor Call for Action submitted in accordance with the agreed procedure.

## Agenda Item 10

### **SUPPLEMENTARY ITEMS (IF ANY)**

## Agenda Item 11

### **URGENT ITEMS (IF ANY)**