



## Improvement and Review Commission

Date: 1 March 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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**For further information, please contact Peter Druce (Democratic Services) on 01494 421210 or email:[peter.druce@wycombe.gov.uk](mailto:peter.druce@wycombe.gov.uk)**

# 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 11 JANUARY 2017**

To confirm the Minutes of the meeting held on 11 January 2017 (previously circulated).

## Agenda Item 4.

### **UPDATE FROM THE CABINET MEMBER FOR HOUSING ON HOUSES IN MULTIPLE OCCUPATION.**

Officer contact: Catherine Whitehead – Head of Democratic, Legal & Policy Services  
(01494 421982 [catherine.whitehead@wycombe.gov.uk](mailto:catherine.whitehead@wycombe.gov.uk))

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

At the last meeting of the Commission the Chairman reported that the Cabinet Member for Housing had been keeping him regularly informed on the work being undertaken on the Houses in Multiple Occupation recommendations, which had been submitted to Cabinet in February 2015. Recently her Service had responded to a Government consultation in respect of the proposals to extend the mandatory licensing of HMO's.

In October 2016 Central Government had indicated that a nationwide mandatory HMO licensing scheme was to be implemented, with a further consultation in 2017 with a planned 6 month lead in time thereafter.

The Cabinet Member for Housing has accepted this invitation to attend the Improvement & Review Commission and update Members of her service's work with the Department of Communities and Local Government in respect of both the previous and forthcoming consultations and how she sees the planned nationwide mandatory scheme fitting in with the recommendations of the Commission's February 2015 HMO Task and Finish Group report.

The report of the Task and Finish Group as presented to Cabinet in February 2015 is attached as **Appendix A**.

This is an opportunity for questions and discussion, in the spirit of working together, to ensure the Commission plays a constructive added-value role in this most important aspect of the Housing Service.

### **REFERRAL FROM IMPROVEMENT & REVIEW COMMISSION – HOUSE IN MULTIPLE OCCUPATION TASK AND FINISH GROUP REPORT**

**Members:** Councillor R Gaffney (Chairman of the Improvement & Review Commission) and Councillor D Barnes (Chairman of the Houses in Multiple Occupation – Task & Finish Group).

**Wards Affected:** All

**Officer contact:** Charles Meakings (Head of Democratic, Legal & Policy Services)  
01494 421980 charles\_meakings@wycombe.gov.uk

### **PROPOSED DECISION**

To consider the recommendations of the Improvement & Review Commission in respect of Houses in Multiple Occupation as featured below

### **Reason for Decision**

The Commission seeks the approval of the Cabinet to the recommendations from the Houses in Multiple Occupation Task and Finish Group, as agreed by the Improvement and Review Commission.

### **Executive Summary**

1. The Improvement & Review Commission established a Task and Finish Group which has explored, over the last 6 months, the standard of HMO's across the District, the current effectiveness of statutory legislation and voluntary codes utilised by Wycombe District Council in respect of HMO's and explored the benefits of the extension of licensing of HMO's beyond that required by statute, the cost effectiveness of such and whether this would result in better standards of provision.
2. As a result the Task and Finish Group arrived at some 6 recommendations for the Executive to consider, these were endorsed by the Commission meeting of Wednesday 14 January 2015. A presentation on the work and findings of the Task and Finish Group will be given at the Cabinet meeting.

### **Recommendations**

3. The Improvement & Review Commission at its 14 January 2015 Meeting agreed the following recommendations to Cabinet in respect of the Council's Houses in Multiple Occupation policies:
  - a) To carry out a Housing Condition Survey for the Wycombe District in 2015/16 at a cost of up to £50,000;

### **Reason for this Recommendation**

The last survey was undertaken in 2008 and there is no current assessment of the number or condition of houses in multiple occupation in the District. This is required to provide an up- to-date and accurate database for the implementation of the

additional licensing policy in recommendation (b).

- b)** To implement an Additional Licensing Policy in respect of all Houses in Multiple Occupation across the District from 2017, on a self-financing basis from fees, after the initial start-up costs of £150,000;

**Reason for this Recommendation**

- Increase in quality of HMO's provided is imperative given increasing role of HMO's in housing provision
  - New HMO's as a result of licensing will enter market at the standard set by the Council, giving improved benefits for occupants and the surrounding area
  - Opportunity to tackle anti-social behaviour and neighbourhood issues associated with HMO's
  - Resultant comprehensive register of HMO's would enable more efficient enforcement
- c)** To compile and implement a Supplementary Planning Policy in 2015 in respect of Houses In Multiple Occupation for whole District resulting in a co-ordinated approach between Planners, Housing and Environmental Officers of the Council to achieve a significant improvement in standards of Houses in Multiple Occupation, at an estimated cost of up to £7,500;

**Reason for this Recommendation**

To support the additional licensing policy by seeking to raise the quality of HMO provision (room sizes, amenity space, car parking provision, etc.) and therefore better integrate them within the areas they are provided.

- d)** To allocate additional resources from 2017/18 to carry out the increase in enforcement work resulting from an Additional Licensing Policy, at an estimated annual cost of £150,000;

**Reason for this Recommendation**

The cost of enforcement cannot be recovered from the fees for the additional licensing scheme, but this is an essential aspect to ensure that all HMOs are of a consistent standard.

- e)** That budget provision be made to implement the above recommendations, on a cost-neutral principle, whilst recognising upfront funding will be required (and subject to precise details of the scheme) as follows:

2015/16    £132,500\*

2016/17    £75,000\*

2017/18    £150,000 (recurring)

- f)** That the appropriate Cabinet Members be requested to work up the detailed scheme based on the above recommendations for implementation in accordance with the above timescales.

(\*£75,000 from each year is recoverable from licensing scheme income over 5 years).

## **Background and Issues**

4. The Houses in Multiple Occupation Task and Finish Group was set up by the Improvement & Review Commission on 18 June 2014 with the following Terms of Reference:

- To establish the level of provision, in both quantity and quality of Houses in Multiple Occupation within Wycombe District;
- To consider the current effectiveness of statutory legislation and voluntary codes utilised by Wycombe District Council in respect of HMO's; and
- To explore the benefits of the extension of licensing of HMO's beyond that required by statute, the cost effectiveness of such and whether this would result in better standards of provision

5. The Group Membership was as follows:

Chairman: Councillor Dominic Barnes

Vice-Chairman: Councillor Ian Bates

Membership:

Councillor Roger Colomb

Councillor Alan Hill

Councillor Steve Lacey

Councillor Mrs Wendy Mallen

Councillor Trevor Snaith

Councillor Roger Wilson

6. The following Investigations and visits were carried out by the Group:

Wednesday 25 June 2014

- Scoping Meeting

Tuesday 8 July 2014

- Visit to Slough Borough Council  
(Restricted Additional HMO Licensing Scheme Chalvey Area)

Friday 11 July 2014

- Visit to Aylesbury Vale District Council  
(introducing a District Wide Additional HMO Licensing Scheme)
- Visit to Milton Keynes Council  
(recently rejected both a Selective and an Additional scheme they had scoped)

Tuesday 9 September 2014

Visit from

- Justin Bootland  
Accommodation Officer, Buckinghamshire New University
- Jon Crellin  
Thompson Wilson & Wycombe Landlords Forum

All keen advocates of Additional Licensing

Tuesday 23 September 2014

Visit from

- Adrian Chowns, Oxford City Council  
(introduced a Citywide additional Licensing Policy)
  - WDC Planning Officers
  - WDC Environmental Health Officers
  - WDC Building Control Officers
  - WDC Legal Officers
7. The Group agreed that the Council needs to take more action as sub-standard Houses in Multiple Occupation were proving to be a growing issue affecting more and more urban (and rural) wards.
  8. The issue was undermining the Council's vision of ensuring Wycombe District is economically strong and the place to live, work and visit because:
    - It puts a brake on economic growth
    - It detracts from the District as a destination
    - It gives the area a poorer reputation
  9. The Group believed that Wycombe District could either:
    - Raise standards to make all HMO properties and make tenants safer in better neighbourhoods, or
    - Watch our residential areas decline with some inadequate HMO premises and have to deal with the consequences.
  10. In tackling the Houses in Multiple Occupation situation some key issues had to be considered:



- Establishing the exact number of HMO's in District? (2000?), with no legal obligation to carry out stock condition survey (all housing public and private) since 2008 Wycombe District Council had no exact idea of the number of HMO's in the District.
- Different interpretation given to HMOs from Planning, Environmental Health and Housing perspective together with mandatory licensing conditions made any current or proposed enforcement difficult to define and effect.
- Any additional licensing scheme, after set up costs, should pay for itself, but wouldn't (and can't legally) pay for resultant further enforcement work.
- The option of adopting a 'Selective' Scheme would cover all rented properties (i.e. HMO's **and** houses/flats with own bathroom / kitchen rented to families or individuals).
- An 'Additional' Scheme would cover all HMO's but could be further restricted to an area or type of HMO
- Consultation had shown a variation in the length of licences issued by other authorities (Aylesbury Vale – 5 years licences, Oxford – 1 year licences).
- HMO's are, and will be, an essential part of the District's housing stock.
- Additional licensing was often seen as key to improving standards in the sector.
- Any such licensing must be co-ordinated with planning, housing, homelessness and ASB (Anti Social Behaviour) strategies, if adopted.
- Any recommendation for additional licensing must contain funding for resultant increases in enforcement
- Current poor quality HMO's are a drain on resources, they provide significant risks to residents and neighbouring properties and need to be managed effectively

11. The Group considered various resultant options:

- Selective Licensing Policy (all HMO's and One household Private Rented Properties)
- Additional Licensing Policy – all HMO's across district
- Restricted Additional Licensing Policy all HMO restricted to an area or type of HMO
- No licensing policy but increase enforcement by Environmental Health Officers (Housing, Health & Safety Rating System inspections, enforcement and prosecutions)

## **Conclusions/ Recommendations**

12. An Additional Licensing Policy for all HMO's across the District was chosen because it would improve the quality of HMO's provided, which was considered imperative given the increasing role of HMO's in housing provision. Additionally

it would enable all new HMO's (and existing), as a result of licensing, to enter the market at the standard set by the Council.

13. The Licensing policy was seen as an opportunity to tackle Anti-Social behaviour and neighbourhood issues associated with HMO's and the comprehensive register of HMO's (compiled as a result of licensing) would enable more efficient enforcement.
14. In terms of estimated costings; an Additional Licensing Policy (ALP) (on a Cost Neutral Principle i.e. self-financing) would have start-up costs in the region of £150k. The ALP scheme will be self-financing in that costs would be covered by income (Oxford £740k income p/a 6,000 HMOs -Aylesbury Vale £50k income p/a 600 HMO's).
15. The start-up costs include the costs of full and thorough consultation as prescribed under ss.56(3) and 80(9) of the Housing Act 2004: Licensing of Houses in Multiple Occupation and Selective Licensing of Other Residential Accommodation (England) General Approval 2010, and which must be of at least 10 weeks.
16. However the resultant increased enforcement work would require around 3-4 FTE (Full Time Equivalent) officers at £150k per annum.
17. In respect of the other important supporting work, the Housing Condition Survey would have a one off cost in region of £40 to £50k dependent on whether carried out alone, or in partnership with neighbouring district councils. Whilst a supporting Supplementary Planning Policy would have a one off cost circa £7.5k

### **Next Steps**

18. Obviously all subject to Cabinet approval and funding, the timescale for implementation would see a phased approach:

#### Phase 1

- Housing Condition Survey 2015
- Supplementary planning advice 2015

#### Phase 2

- Additional Licensing Policy work (2 year preparation 2015 – 2017)

### **Background Papers**

Held in Democratic Services.

## Agenda Item 5.

### **UPDATE FROM THE CABINET MEMBER FOR HR, ICT & CUSTOMER SERVICES ON THE RECOMMENDATIONS OF THE ICT TASK AND FINISH GROUP.**

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(01494 421982 [catherine.whitehead@wycombe.gov.uk](mailto:catherine.whitehead@wycombe.gov.uk))

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

At the last meeting of the Commission Wednesday 11 January 2017, the Head of HR ICT & Customer Services gave Members an update on progress in respect of the recommendations of the Commission's ICT Task & Finish Group.

A copy of that progress report is attached as **Appendix A**. Along with the appropriate minute (**Appendix B**).

The Cabinet Member for HR, ICT & Customer Services; Councillor D Shakespeare OBE was unable to make that meeting, but has agreed to attend this Commission Meeting and give a further update.

This is an opportunity for questions and discussion, in the spirit of working together, to ensure the Commission plays a constructive added-value role in this most important aspect of the HR, ICT and Customer Services portfolio's work.

## ICTT Task and Finish Group Recommendations – Update

## Appendix A

Recommendation	Cabinet Response	Update and actions being taken
<b>1. To resolve the legacy issues following the handover from Northgate to Capita:</b>		
<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>	
1.5 To ensure that where short term patches are used, they are communicated to all staff;	<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
<b>Reason: To resolve problem of repetitive issues across departments.</b>	<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
<b>variance of operating systems, and to improve efficiency and consistency within the work flow.</b>	<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 undertake 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
<b>Members have the same level of digital literacy and are familiar with new equipment and innovations within supplied software.</b>		
<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;</p> <p><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.</p> <p><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>		

### **Extract from Minutes of the Improvement & Review Commission Meeting – Wednesday 11 January 2017.**

#### **UPDATE FROM CABINET MEMBER FOR ICT ON RECOMMENDATIONS OF THE ICT TASK AND FINISH GROUP**

Chairman of the Improvement & Review Commission expressed his disappointment that neither the Cabinet Member or Deputy Cabinet Member for ICT, HR & Customer Services had been able to make the meeting and give this update on progress in respect of the recommendations of the Commission's ICT (Information Communication Technology) Task and Finish Group as considered by Cabinet 19 September 2017.

However Head of ICT, HR & Customer Services; John McMillan was welcomed to the meeting, he after all was the chief officer responsible for the IT Service and his expert and comprehensive input would be most valuable to the Commission in consideration of the Report.

Mr McMillan outlined the key points of the report:

- Three major phases to the action plan were outlined, those of:
  1. an immediate change to incident responses with a new regime and personnel in place;
  2. addressing key issues, i.e. fixing applications and systems that were failing regularly; and
  3. projects for the future where applications could be improved / replaced / upgraded.
- The gaps present on the appendix which outlined progress against recommendations were explained; in that these were where Cabinet had not agreed with the recommendation concerned.
- A sustained improvement by Capita in respect of day to day management had occurred.
- Page 8 of the report outlined the projects to be completed by the end of the 2017/18 financial year:
  - Laptop device refresh by July 2017
  - Replacement of VDI servers and software by May 2017
  - Replace Uniform server and application upgrade by December 2016
  - Update telephony and introduce Skye for Business by July 2017
  - Implement Office 365, and
  - Upgrade internet capacity by February 2017.
- Progress had occurred against the vast majority of the recommendations.

- The use of the ICT PAG (Portfolio Advisory Group) and IRC members as a 'sounding board' for officers along with the trialling of various applications and equipment with them had proved invaluable.
- In respect of Windows 10 the planned laptop replacements were 10 compatible, yet a number of key applications at WDC were not. The Council's 'thin client' used Windows 7 which was to be supported centrally until 2020. Work to ensure continued use of all applications was complex but achievable.

Members received clarification on a number of points and made observations as follows:

- The need to ensure photos sent (predominantly here in respect of planning) were viewable by members, was noted.
- WDC were not contemplating the delivery of documents to members online by the comparatively insecure Drop Box method as utilised by BCC (Buckinghamshire County Council).
- It was acknowledged that Members accessed IT in a variety of ways, some utilising WDC equipment some using their own, any training on a one to one basis required, was available. Members were just to contact John's officers. Mark Lansbury (Business Systems Manager) had been most helpful in this role.
- The prompt availability of finance in budgets for ICT projects and improvements was emphasised.

Given the technical complexity of the Action Plan appended, which it was acknowledged was necessary as the document was the foundation for the ongoing dialogue with Capita the IT providers; Members asked for a lay man's summary by means of Information Sheet to be issued, summarising the Report and this update.

It was agreed that the Cabinet Member and / or Deputy be invited to the next Improvement & Review Commission Meeting to further update on progress against these recommendations in person.

**RESOLVED:** That the Improvement & Review Commission note the updates and actions being taken in relation to the recommendations made by the ICT Task & Finish Group following consideration by Cabinet.

# Agenda Item 6.

## **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 May 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 in July and the on to Full Council for approval, prior to publishing it for statutory consultation before it is submitted to the Planning Inspector for examination.

- **Handy Cross Traffic Management Task and Finish Group**

At the meeting of the Commission on 11 January 2017 Members agreed to the set-up of the Handy Cross Traffic Management Task and Finish Group to be carried out in partnership with Buckinghamshire County Council Members namely members of the BCC Transport, Environment & Community Select Committee (the BCC's scrutiny body). Councillor Mark Harris having been appointed Chairman.

We are aware that the BCC Select Committee Membership is problematic until after the May BCC elections, the line-up of BCC's Transport, Environment & Communities Select Committee from which BCC membership of the TFG will probably be drawn will not be known until then.

As a result it is not proposed that the Group start its work until June, however we are pencilling dates into members' and officers' diaries with the following sessions being considered:

- One session for the BCC Transport Cabinet Member (Currently Cllr Mark Shaw) + officers and contractors. To also cover High Heaven Waste Transfer Station traffic movements, HS2 update + Coachway update;
- A session for Highways England;
- Final session to draw up recommendations.

WDC Volunteer Members are also currently being established; importantly with key Local Members.

### **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 9 February 2017 (**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 12 January 2017.**

**Improvement & Review Commission Plan – FEBRUARY 2017 - MAY 2018**

<b>Title &amp; Subject Matter</b>	<b>Wards</b>	<b>Corporate Priority</b>	<b>Date to be taken</b>	<b>Lead Member</b>	<b>Department</b>	<b>Where referred to (if referred)</b>	<b>Contact Officer</b>
Cabinet Member for Housing update on Houses in Multiple Occupation Cabinet Member for Housing to give an update on the Cabinet response to the recommendations of the Houses in Multiple Occupation Task and Finish Group (referred to Cabinet 9 February 2015) in light of recent Central Government legislation / guidance.	All Wards	Place. Sustainably regenerating the area	1 March 2017	Cabinet Member for Housing	Environment		Brian Daly, Housing Services Manager brian_daly@wycombe.gov.uk
Cabinet Member for ICT update on TFG recommendations Update in person from the Cabinet Member for ICT on progress in respect of ICT (Information Communication Technology) Task & Finish Group recommendations.	All Wards	Pounds. Delivering value for money	1 March 2017	Improvement & Review Commission	Human Resources, ICT/Customer Service Centre & Shared Support Services		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

Commission Work Programme & Cabinet Forward Plan Review of Commission Work Programme & Cabinet Forward Plan	All Wards	People. Engaging and working with our communities	13 September 2017	Improvement & Review Commission	Democratic, Legal & Policy Services		Peter Druce, Democratic Services peter_druce@wycombe.gov.uk Tel: 01494 421210
Commission Work Programme & Cabinet Forward Plan Review of Commission Work Programme & Cabinet Forward Plan	All Wards	People. Engaging and working with our communities	8 November 2017	Improvement & Review Commission	Democratic, Legal & Policy Services		Peter Druce, Democratic Services peter_druce@wycombe.gov.uk Tel: 01494 421210
Commission Work Programme & Cabinet Forward Plan Review of Commission Work Programme & Cabinet Forward Plan	All Wards	People. Engaging and working with our communities	10 January 2018	Improvement & Review Commission	Democratic, Legal & Policy Services		Peter Druce, Democratic Services peter_druce@wycombe.gov.uk Tel: 01494 421210
Commission Work Programme & Cabinet Forward Plan Review of Commission Work Programme & Cabinet Forward Plan	All Wards	People. Engaging and working with our communities	14 March 2018	Improvement & Review Commission	Democratic, Legal & Policy Services		Peter Druce, Democratic Services peter_druce@wycombe.gov.uk Tel: 01494 421210

## IMPROVEMENT AND REVIEW COMMISSION TASK AND FINISH GROUPS – as at 12 January 2017

2017			
JAN	FEB	MAR	APR
<b>HANDY CROSS TRAFFIC MANAGEMENT TASK AND FINISH GROUP (Joint Scrutiny with Buckinghamshire County Council).</b> <b>Chairman:</b> Cllr M Harris <b>Membership:</b> tbc. <b>Scheduled Meetings:</b> tbc.			
<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.			
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, 9 February 2017**

**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>Cabinet 13 March 2017</u></b>					
Referral from the High Wycombe Town Committee - Cemetery Petition	Y	Cabinet	Open Report	N/A	Head of Community
Referral from HWTC - New Cemetery at Queensway	Y	Cabinet	Open Report	N/A	Head of Community

<b>Title &amp; Subject Matter</b>	<b>Key</b>	<b>Decision to be taken by</b>	<b>Will the report be held wholly or partly in private</b>	<b>Reason no public access</b>	<b>Lead Member &amp; Contact Officer</b>
Referral from the HWTC - CIL allocations	Y	Cabinet	Open Report	N/A	Developer Contributions Officer
2016/17 Service Performance: Q3 (October – December) Quarterly performance report providing an update on the frontline facing key measures and also an exception report for any performance measures which are not on target.	Y	Cabinet	Open Report	N/A	Executive Leader of the Council  Policy Officer
Housing and Planning Act 2016	Y	Cabinet	Open Report	N/A	Cabinet Member for Housing  Housing Services Manager
Budget Monitoring Report Quarter 3	Y	Cabinet	Open Report	N/A	Cabinet Member for Finance and Resources  Financial Services Manager
CIL and S106 allocations	Y	Cabinet	Open Report	N/A	Cabinet Member for Planning  Corporate Director

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
Major Projects Programme	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 Finance and Resources  Head of Finance and Commercial
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 5 June 2017</u></b>					
2016/17 Service Performance: Annual Quarterly performance report providing an update on the frontline facing key measures and also an exception report for any performance measures which are not on target. This report will cover Q4 (Jan to March) and end of year.	Y	Cabinet	Open Report	N/A	Executive Leader of the Council  Policy Officer
2016/17 Outturn Report	Y	Cabinet	Open Report	N/A	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
<b><u>Cabinet 10 July 2017</u></b>					
Local Plan	Y	Cabinet	Open Report	N/A	Cabinet Member for Planning  Team Leader Planning Policy
<b><u>Cabinet 18 September 2017</u></b>					
2017/18 Service Performance: Q1 (April – June) Quarterly update on the frontline facing key measures and also an exception report for any performance measures which are not on target.	Y	Cabinet	Open Report	N/A	Executive Leader of the Council  Policy Officer
Budget Monitoring Report Quarter 1	Y	Cabinet	Open Report	N/A	Cabinet Member for Finance and Resources  Financial Services Manager
<b><u>Cabinet 13 November 2017</u></b>					

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
Budget Monitoring Report Quarter 2	Y	Cabinet	Open Report	N/A	Cabinet Member for Finance and Resources  Financial Services Manager
2017/18 Service Performance: Q2 (July – September) Quarterly update on the frontline facing key measures and also an exception report for any performance measures which are not on target.	Y	Cabinet	Open Report	N/A	Executive Leader of the Council  Policy Officer
<b><u>January 2018</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



**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 7.

### **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.

- 01/2017 I&R – ICT Update – Briefing

## Agenda Item 8

### **COUNCILLOR CALL FOR ACTION**

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

## Agenda Item 9

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

## Agenda Item 10

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