

Central Bedfordshire
Council
Priory House
Monks Walk
Chicksands,
Shefford SG17 5TQ



please ask for Paula Everitt
direct line 0300 300 4196
date 12 June 2014

NOTICE OF MEETING

CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

Date & Time

Tuesday, 24 June 2014 10.00 a.m.

Venue at

Room 14, Priory House, Monks Walk, Shefford

Richard Carr
Chief Executive

To: The Chairman and Members of the CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE:

Cllrs P A Duckett (Chairman), Miss A Sparrow (Vice-Chairman),
Mrs C F Chapman MBE, Mrs B Coleman, Dr R Egan, R W Johnstone,
Mrs M Mustoe, N Warren and T Woodward

[Named Substitutes:

C C Gomm, J Murray, B Saunders, J A G Saunders and A M Turner]

All other Members of the Council - on request

***MEMBERS OF THE PRESS AND PUBLIC ARE WELCOME TO ATTEND THIS
MEETING***

AGENDA

1. **Apologies for Absence**

Apologies for absence and notification of substitute members

2. **Minutes**

To approve as a correct record the Minutes of the Corporate Resources Overview and Scrutiny Committee held on 8 April 2014 and to note actions taken since that meeting.

3. **Members' Interests**

To receive from Members any declarations of interest and of any political whip in relation to any agenda item.

4. **Chairman's Announcements and Communications**

To receive any announcements from the Chairman and any matters of communication.

5. **Petitions**

To receive petitions from members of the public in accordance with the Public Participation Procedure as set out in Annex 2 of Part A4 of the Constitution.

6. **Questions, Statements or Deputations**

To receive any questions, statements or deputations from members of the public in accordance with the Public Participation Procedure as set out in Annex 1 of part A4 of the Constitution.

7. **Call-In**

To consider any decision of the Executive referred to this Committee for review in accordance with Procedure Rule 10.10 of Part D2.

8. **Requested Items**

To consider any items referred to the Committee at the request of a Member under Procedure Rule 3.1 of Part D2 of the Constitution.

Reports

Item	Subject	Page Nos.
9	Executive Member Update To receive a brief verbal update from the Deputy Leader and Executive Member for Corporate Resources.	* Verbal
10	Customer Strategy To consider and comment on the final Customer Strategy.	* Verbal
11	Data Protection To consider and comment on a new Data Protection Member Protocol.	* 11 - 18
12	Work Programme 2014-15 and Executive Forward Plan To consider the currently drafted Corporate Resources work programme for 2014/15 and the Executive Forward Plan.	* 19 - 22

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CENTRAL BEDFORDSHIRE COUNCIL

At a meeting of the **CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE** held in Room 15, Priory House, Monks Walk, Shefford on Tuesday, 8 April 2014.

PRESENT

Cllr P A Duckett (Chairman)
Cllr Miss A Sparrow (Vice-Chairman)

Cllrs	Mrs A Barker	Cllrs	J Murray
	L Birt		B Saunders
	Mrs C F Chapman MBE		

Apologies for Absence: Cllrs Dr R Egan
T Woodward

Members in Attendance:	Cllrs	P N Aldis	
		R D Berry	
		D Bowater	Vice-Chairman of the Council
		D Jones	
		M R Jones	Deputy Leader and Executive Member for Corporate Resources
		J N Young	Executive Member for Sustainable Communities - Strategic Planning and Economic Development

Officers in Attendance:	Ms D Clarke	– Director of Improvement and Corporate Services
	Dr D Cox	– Chief Assets Officer
	Mrs P Everitt	– Scrutiny Policy Adviser
	Ms R Hobbs	– Head of HR Services
	Mr P Meigh	– Chief Procurement Officer
	Mr C Warboys	– Chief Finance Officer

CR/13/102 **Minutes**

RESOLVED

That the minutes of the meeting of the Corporate Resources Overview and Scrutiny Committee held on 28 January 2014 be confirmed and signed by the Chairman as a correct record.

CR/13/103 **Members' Interests**

None.

CR/13/104 **Chairman's Announcements and Communications**

None

CR/13/105 **Petitions**

None

CR/13/106 **Questions, Statements or Deputations**

None

CR/13/107 **Call-In**

None.

CR/13/108 **Requested Items**

None.

CR/13/109 **Executive Member Update**

The Deputy Leader and Executive Member for Corporate Resources provided the Committee with an update regarding the following:-

- The impact of the Welfare Reforms on the Revenues and Benefits Team had caused a drop in performance levels. However, performance in February and March had improved..
- That collections rates for Council Tax and Business Rates were slightly down on previous years.
- That the Contact Centre had improved its performance following the implementation of new procedures

In light of the update, Members commented as follows:-

- Members of the Committee wishes to extend their thanks and congratulations to the Revenues and Benefits Team and the Contact Centre for all their hard work to improved performance.
- Whether their had been a demand for the Welfare Reform hardship fund. No figures were available at the meeting, however, the Chief Finance Officer confirmed there had been less of a demand than expected
- A Member requested details on the figures showing the shift from calls to the Council to web and email responses.
- Members wished to thank the Communications Team for the Council Tax video which had received good feedback from residents to Members of the Committee.

CR/13/110 **Exclusion of public and press**

The Committee considered whether to pass a resolution under Section 100A of the Local Government Act 1971 to exclude the public and press from the meeting for Item 11 on the grounds that consideration of the item was likely to involve the disclosure of exempt information relating to any consultation or negotiation, or contemplated consultation or negotiation, in connection with any labour relations matter arising between the Council or a Minister of the Crown and employees of, or office holders under the Council.

RESOLVED that the public and press be excluded from the meeting for the consideration of item 11 and item 12 under Section 100A of the Local Government Act 1972 on the grounds outlined above.

CR/13/111 **Provision of Recruitment Services for Temporary Agency Staff**

In accordance with the need to consider this item in private the Committee received a presentation and discussed in detail the issues and risks in relation to the Children's Services Directorate arising from some of the proposals.

RECOMMENDED to the Executive that the following views of the Corporate Resources OSC be taken into account prior to the approval of proposals:-

- 1. That the Committee fully supports the implementation and initial daily monitoring of the proposed contract**
- 2. That the Committee felt the Council needed to more proactively recruit permanent workers**
- 3. That the Committee supports the implementation of an Academy for permanent workers**

RECOMMENDED that an update be provided to Members of the Corporate Resources Overview and Scrutiny Committee following the first three months operation of the contract.

CR/13/112 **Procurement of Specialist Professional Services**

In accordance with the need to consider this item in private the Committee received a report on the proposal to implement a contract for the supply of specialist professional services available through the North East Procurement Organisation framework.

RECOMMENDED that the Corporate Resources OSC fully support the proposed contract for the supply of specialist professional services as outlined in the Executive report.

(Meeting adjourned at 1130 and reconvened at 1145)

CR/13/113 **Draft Asset Plan**

The Deputy Leader and Executive Member for Corporate Resources introduced an updated version of the Corporate Asset Management Strategy and Plan (CAMSAP). The Deputy Leader was confident that this revised plan and strategy would ensure the Council would deliver its objectives. The Chief

Assets Officer described the new elements incorporated in the Asset Plan that included:

- Regional asset plans
- Stakeholder engagement
- Rural farms and land asset plans
- Proposed joint working with the Regeneration Service and Landlord Services.

In light of the presentation, Members raised the following issues:-

- Officers provide a clearer performance cascade. The Chief Assets Officer would provide Members with a working example to better explain the cascade.
- A time frame be included in the action plan.
- Members of Sustainable Communities and Social Care Health and Housing Overview and Scrutiny Committees be invited to attend a future meeting of the Committee to consider the Draft Asset Strategy and Plan.
- An invitation be sent to all non-executive Members to attend a briefing, delivered by the Chief Assets Officer, on the Draft Asset Plan.

RECOMMENDED

- 1. That the Committee fully support the Corporate Asset Management Strategy and Plan proposals.**

CR/13/114 **Customer Service Strategy**

The Director of Improvement and Corporate Services delivered a presentation outlining the approach that had been taken to develop the Customer Services Strategy. Five work streams had been developed to deliver the Strategy and detailed work to inform the Strategy was still underway.

Members welcomed the revised Customer Services Strategy and were encouraged by the approach.

NOTED the presentation.

CR/13/115 **Fees and Charges Policy**

The Deputy Leader and Executive Member for Corporate Resources introduced a report that outlined revisions to the Fees and Charges Policy. The Policy had last been updated in 2010/11 by a working group of Overview and Scrutiny Committee Members. It was proposed that a similar approach be adopted now so that new charges could be implemented from January 2015.

RECOMMENDED an invitation be sent to all non-executive Members to join a Task Force to review the Fees and Charges Policy so a new charging policy could be implemented from January 2015.

CR/13/116 **Q3 Budget Monitoring**

The Chief Finance Officer provided a presentation that highlighted the key points in relation to the financial results for Q3 2013/14 for the Council. The Chief Finance Officer highlighted the forecast outturn of £0.4m overspend in addition to the main pressures, which were in Children's Services. The Chief Finance Officer also confirmed that 2014/15 budget had addressed the financial pressure in Children's Services. An underspend of £0.6m in Public Health was forecast, which would contribute to relevant Council overheads. Treasury Management and the Housing Revenue Account continued to perform well.

The Corporate Resources Directorate forecast outturn at Q3 was £212k underspend.

NOTED the presentation

CR/13/117

Work Programme 2013 - 2014 & Executive Forward Plan

The Committee considered its current Work Programme and the latest Executive Forward Plan. Members agreed to remove the Discretionary Housing Payment and Welfare Reform items, which would be added to the Social Care Health and Housing OSC work programme. Items relating to a review of the Fees and Charges Policy and the Corporate Asset Management Strategy and Plan would also be considered as outlined above.

RECOMMENDED that the Corporate Resources OSC work programme be amended as outlined above.

(Note: The meeting commenced at 10.00 a.m. and concluded at 12.55 p.m.)

Chairman.....

Date.....

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Data Protection

Overview & Scrutiny Committee
24 June 2014

Matt Scott
Chief Information Officer

Why Data Protection is Important

- Council manages information relating to residents, employees, businesses, visitors, suppliers, partners etc.
- Obligation to:
 - Protect personal information from being misused
 - Share personal information where appropriate to support functions
- Improved accuracy and relevance leads to improved decision making
- Poor management of personal information has serious reputational consequences
- Breaches can lead to enforcement action

Data Protection & Governance Structure

- Registered Data Controller - Z169787X
- Data Protection governed through the following
 - 1) Senior Information Risk Owner (SIRO) role
 - 2) Supported by Information Governance Manager
 - Provides advice/guidance on compliance with legislation
 - Manage DP complaints
 - Investigate breaches of Data Protection
 - 3) Caldicott Guardian
 - Responsible for all healthcare information managed by Council
 - 4) Information Assurance Group
 - Establish and maintain a strategy for Information Governance
 - Provide oversight of information management policies

Incident Management – Data Protection

- Formal breach notification procedures followed
- Mandatory online reporting of Adult Social Care and Public Health DP breaches
- Regular SIRO & Caldicott Guardian meetings to review open incidents
- Quarterly report to CMT of DP Incidents
- Serious breaches reported to Information Commissioner’s Office (ICO)
- 2013/14 – 4 incidents reported to ICO

Data Protection Training

- Current provision reviewed and being relaunched
- Key areas for improvement identified:
 - Introduction of testing to monitor understanding of legislation
 - Targeted training for teams managing highly sensitive information
 - Communication of DP training material
 - Individual team briefings
- Raise awareness of DP responsibilities in managing data in key systems
 - CCMS (Framworkki)
 - SWIFT
 - SAP

Data Protection and Members

- Members are Data Controllers for constituents' data
- All members should register with ICO
- Members have a legal obligation to manage personal information under their control
- Must ensure that all personal information – electronic or hard copy – is protected against loss or damage
- Best Practice advocated by ICO information security includes:
 - Encrypt all personal information
 - Do not share logins
 - Use strong passwords
- Data shared with Council becomes responsibility of Council as well.
- Changes to email protocol and supporting technology assist members to achieve these requirements

Information Governance Roadmap

Data Sharing

- Closer working relationships with external bodies leading to increased information sharing
- Register of data sharing agreements being developed

Compliance Framework

- CBC committed to improving Information Governance to meet compliance with NHS Information Governance Tool Kit to enable sharing with health partners

• CBC submitted March 2014

- Overall submission “positive” with IAG seen as “...appropriate structure to agree...Improvement Planning actions.”
- Improvement Programme being scoped to address key areas

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Meeting: Corporate Resources Overview & Scrutiny Committee
Date: 23 June 2014
Subject: Work Programme 2014 – 2015 & Executive Forward Plan
Report of: Chief Executive
Summary: The report provides Members with details of the currently drafted Committee work programme and the latest Executive Forward Plan.

Contact Officer: Paula Everitt, Scrutiny Officer
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

The work programme of the Corporate Resources Overview & Scrutiny Committee will contribute indirectly to all 5 Council priorities. Whilst there are no direct implications arising from this report the implications of proposals will be details in full in each report submitted to the Committee.

RECOMMENDATION(S):

1. **that the Corporate Resources Overview & Scrutiny Committee**
 - (a) **considers and approves the work programme attached, subject to any further amendments it may wish to make;**
 - (b) **considers the Executive Forward Plan; and**
 - (c) **considers whether it wishes to add any further items to the work programme and/or establish any Task Forces to assist it in reviewing specific items.**

Overview and Scrutiny Work Programme

1. Attached is the currently drafted work programme for the Committee.
2. The Committee is now requested to consider the work programme attached and amend or add to it as necessary.

Overview and Scrutiny Task Forces

3. In addition to consideration of the work programme, Members may also wish to consider how each item will be reviewed i.e. by the Committee itself (over one or a number of Committee meetings) or by establishing a Member Task Force to review an item in greater depth and report back its findings.

Executive Forward Plan

4. Listed below are those items relating specifically to this Committee's terms of reference contained in the latest version of the Executive's Forward Plan to ensure Members are fully aware of the key issues Executive Members will be taking decisions upon in the coming months. The full Executive Forward Plan can be viewed on the Council's website at the link at the end of this report.

Ref	Issue	Indicative Exec Meeting date
1.	Revenue, Capital and Housing Revenue Account Outturn 2013/14	15 July 2014
2.	Discretionary Housing Payment (DHP) Policy	15 July 2014
Non Key Decisions		
8	Quarter 4 Performance Report	15 July 2014
9.	Quarter 1 Budget Monitoring	23 September 2014
10.	Quarter 1 Performance Report	23 September 2014
11.	Quarter 2 Budget Monitoring	9 December 2014
12.	Quarter 2 Performance Report	13 January 2015
13.	Draft Budget 2015/16	13 January 2015
14.	Budget 2015/16	10 February 2015
15.	Treasury Management Strategy	10 February 2015
16.	Quarter 3 Budget Monitoring	17 March 2015

Conclusion

- 5 Members are requested to consider and agree the attached work programme, subject to any further amendments/additions they may wish to make and highlight those items within it where they may wish to establish a Task Force to assist the Committee in its work. This will allow officers to plan accordingly but will not preclude further items being added during the course of the year if Members so wish and capacity exists.

Appendix – Corporate Resources Overview and Scrutiny Work Programme.

Background reports:

Executive Forward Plan (can be viewed at any time on the Council's website) at the following [link](http://www.centralbedfordshire.gov.uk/modgov/mgListPlans.aspx?RPId=577&RD=0):- <http://www.centralbedfordshire.gov.uk/modgov/mgListPlans.aspx?RPId=577&RD=0>

Appendix A: Corporate Resources OSC Work Programme (2014/15)

OSC date	Report Title	Description
24 June 2014	Data Protection	New member protocol
24 June 2014	Customer Strategy	To consider and comment on the final Customer Strategy
29 July 2014		
29 July 2014	Revenue, capital and housing revenue account outturn 2013/14	To consider the revenue, capital and housing revenue account outturn 2013/14.
29 July 2014	Qtr 4 Performance report	May also include a short demonstration of the new performance monitoring system
23 September 2014		
21 October 2014	Quarter 1 Budget Monitoring	To receive the quarter 1 budget monitoring reports for the revenue, capital and housing revenue account
16 December 2014	Quarter 2 Budget Monitoring	To receive the quarter 2 budget monitoring reports for the revenue, capital and housing revenue account
27 January 2015	Draft Budget 2015/16	To consider the draft budget for 2015/16
27 January 2015	Treasury Management Strategy	To consider the Treasury Management Strategy
17 March 2015	Provision of recruitment services for temporary agency staff	To receive details on the new contract in the first three months of implementation
16 June 2015	Quarter 3 Budget Monitoring	To receive the quarter 3 budget monitoring report for the Revenue, Capital and Housing Revenue Account

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