

Democratic Services

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Date: 17 May 2016

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To: All Members of the Resources Policy Development and Scrutiny Panel

Councillor Sarah Bevan
Councillor Bob Goodman
Councillor Christopher Pearce
Councillor Jasper Martin Becker
Councillor Colin Barrett
Councillor Chris Dando
Councillor Andrew Furse

Chief Executive and other appropriate officers
Press and Public

Dear Member

Resources Policy Development and Scrutiny Panel: Wednesday, 25th May, 2016

You are invited to attend a meeting of the **Resources Policy Development and Scrutiny Panel**, to be held on **Wednesday, 25th May, 2016** at **4.30 pm** in the **Kaposvar Room - Guildhall, Bath**.

The agenda is set out overleaf.

Yours sincerely

Michaela Gay
for Chief Executive

If you need to access this agenda or any of the supporting reports in an alternative accessible format please contact Democratic Services or the relevant report author whose details are listed at the end of each report.

This Agenda and all accompanying reports are printed on recycled paper

NOTES:

- 1. Inspection of Papers:** Any person wishing to inspect minutes, reports, or a list of the background papers relating to any item on this Agenda should contact Michaela Gay who is available by telephoning Bath 01225 394411 or by calling at the Guildhall Bath (during normal office hours).
- 2. Public Speaking at Meetings:** The Council has a scheme to encourage the public to make their views known at meetings. They may make a statement relevant to what the meeting has power to do. They may also present a petition or a deputation on behalf of a group. Advance notice is required not less than two full working days before the meeting (this means that for meetings held on Wednesdays notice must be received in Democratic Services by 4.30pm the previous Friday)

The public may also ask a question to which a written answer will be given. Questions must be submitted in writing to Democratic Services at least two full working days in advance of the meeting (this means that for meetings held on Wednesdays, notice must be received in Democratic Services by 4.30pm the previous Friday). If an answer cannot be prepared in time for the meeting it will be sent out within five days afterwards. Further details of the scheme can be obtained by contacting Michaela Gay as above.

- 3. Details of Decisions taken at this meeting** can be found in the minutes which will be published as soon as possible after the meeting, and also circulated with the agenda for the next meeting. In the meantime details can be obtained by contacting Michaela Gay as above.

Appendices to reports are available for inspection as follows:-

Public Access points - Reception: Civic Centre - Keynsham, Guildhall - Bath, The Hollies - Midsomer Norton. Bath Central and Midsomer Norton public libraries.

For Councillors and Officers papers may be inspected via Political Group Research Assistants and Group Rooms/Members' Rooms.

- 4. Recording at Meetings:-**

The Openness of Local Government Bodies Regulations 2014 now allows filming and recording by anyone attending a meeting. This is not within the Council's control.

Some of our meetings are webcast. At the start of the meeting, the Chair will confirm if all or part of the meeting is to be filmed. If you would prefer not to be filmed for the webcast, please make yourself known to the camera operators.

To comply with the Data Protection Act 1998, we require the consent of parents or guardians before filming children or young people. For more information, please speak to the camera operator

The Council will broadcast the images and sound live via the internet www.bathnes.gov.uk/webcast An archived recording of the proceedings will also be available for viewing after the meeting. The Council may also use the images/sound recordings on its social media site or share with other organisations, such as broadcasters.

- 5. Attendance Register:** Members should sign the Register which will be circulated at the meeting.

6. THE APPENDED SUPPORTING DOCUMENTS ARE IDENTIFIED BY AGENDA ITEM NUMBER.

7. Emergency Evacuation Procedure

When the continuous alarm sounds, you must evacuate the building by one of the designated exits and proceed to the named assembly point. The designated exits are sign-posted.

Arrangements are in place for the safe evacuation of disabled people.

Resources Policy Development and Scrutiny Panel - Wednesday, 25th May, 2016

at 4.30 pm in the Kaposvar Room - Guildhall, Bath

A G E N D A

1. WELCOME AND INTRODUCTIONS

2. EMERGENCY EVACUATION PROCEDURE

The Chair will draw attention to the emergency evacuation procedure as set out under Note 6.

3. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

4. DECLARATIONS OF INTEREST

At this point in the meeting declarations of interest are received from Members in any of the agenda items under consideration at the meeting. Members are asked to indicate:

(a) The agenda item number in which they have an interest to declare.

(b) The nature of their interest.

(c) Whether their interest is **a disclosable pecuniary interest** *or* **an other interest**,
(as defined in Part 2, A and B of the Code of Conduct and Rules for Registration of Interests)

Any Member who needs to clarify any matters relating to the declaration of interests is recommended to seek advice from the Council's Monitoring Officer or a member of his staff before the meeting to expedite dealing with the item during the meeting.

5. TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIRMAN

6. ITEMS FROM THE PUBLIC OR COUNCILLORS - TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS RELATING TO THE BUSINESS OF THIS MEETING

At the time of publication no notifications had been received.

7. MINUTES (Pages 7 - 12)

8. PENSIONS BOARD (Pages 13 - 28)

There will be a presentation at the meeting on this item. Presentation slides are attached.

9. DIGITAL STRATEGY (Pages 29 - 38)

There will be a presentation at the meeting on this item. Presentation material is attached.

10. CABINET MEMBER UPDATE

The Cabinet Member will update the Panel on any relevant issues. Panel members may ask questions on the update provided.

11. PANEL WORKPLAN (Pages 39 - 42)

This report presents the latest workplan for the Panel. Any suggestions for further items or amendments to the current programme will be logged and scheduled in consultation with the Panel's Chair and supporting officers.

The Committee Administrator for this meeting is Michaela Gay who can be contacted on 01225 394411.

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BATH AND NORTH EAST SOMERSET

RESOURCES POLICY DEVELOPMENT AND SCRUTINY PANEL

Wednesday, 30th March, 2016

Present:- Councillors Sarah Bevan (Chair), Bob Goodman (Vice-Chair), Christopher Pearce, Colin Barrett, Andrew Furse and Alan Hale (In place of Jasper Becker)

58 WELCOME AND INTRODUCTIONS

The Chairman welcomed everyone to the meeting.

59 EMERGENCY EVACUATION PROCEDURE

The Chairman drew attention to the emergency evacuation procedure.

60 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

Councillor Jasper Becker sent apologies and was substituted by Councillor Alan Hale.

61 DECLARATIONS OF INTEREST

There were none.

62 TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIRMAN

There was none.

63 ITEMS FROM THE PUBLIC OR COUNCILLORS - TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS RELATING TO THE BUSINESS OF THIS MEETING

There was none.

64 MINUTES

The Panel confirmed the minutes of the previous meeting as a true record and they were duly signed by the Chairman.

Following a query from Councillor Hale regarding whether developers are asked to pay for damage they have caused, the Panel agreed to pass this question onto to Kelvin Packer - Highways Manager and copy to relevant Cabinet Members Anthony Clarke and Liz Richardson. The officer agreed to report back to the Panel.

65 CUSTOMER CONNECT (COUNCIL CONNECT)

Tracey Long, Group Manager Strategy and Change Customer Services, gave a presentation to the Panel on 'Customer Contact Review – 2015/16' covering the following points:

- Customer Contact Review – Approach
- Overview of volumes for services within review
- IT systems – picture
- Opportunities – timescales (Short/Medium/Long Term)
- Requests by Ward Report

(Slides from the presentation are attached to the agenda papers for this meeting).

Georgina Jackman demonstrated a Ward Report (not yet live).

Panel members asked the following questions and made the following points:

In response to a query from Councillor Barrett, the officer explained that the Ward Report does not show complaints in full detail but there are sub categories. She further explained that it is not possible to show the name of the complainant due to data protection issues.

Members asked officers if the system could provide feedback to them. The officer explained that it was hoped that Members would eventually be able to log on to the system to track complaints but that this system is not yet live. Councillor Bevan explained that if you insert a sentence requiring feedback then the officers will respond, the officer agreed that Members must specifically request feedback. Councillor Barrett asked that all members be made aware of this. Councillor Barrett asked what the expected response time is for a service issue to be resolved, the officer explained that this varied depending on Service Level Agreements with different departments.

In response to questions from Councillor Furse, the officer explained that it was not yet possible to interrogate the system down to specific streets or find out which are the longest issues to be resolved. The officer explained that there is work going on to get robust agreements between departments and Council Connect on timescales for resolving issues.

Councillor Barrett asked that if no response is received, is there a mechanism for checking. The officer explained that if the complaint has gone through the CRM system, it will be logged and Council Connect staff can see if work is in progress or completed.

'My Place' app demonstration

Angela Parratt, Head of Transformation, demonstrated the 'My Place' app which has been developed in house by the IT department. She explained that it is not yet live and is due to undergo beta testing with a view to going live in May or June 2016. She demonstrated how to report a pot hole (for example) on this new system. She also explained its other functions including: local information; car park information;

Council newsfeed; navigation routes; waste collections; planning applications; roadworks; parks; schools and health service information.

Panel members asked the following questions and made the following points:

Councillor Barrett asked the cost of developing and maintaining the app and what the likely uptake might be. The officer explained that the app had been developed by a member of the IT staff in house and would only take 3-4 days per month to update. She explained that more and more people now have Smart phones and that the app will be free for people to use.

Councillor Hale stated that this is a fantastic, comendable forward move and expressed an interest in being part of the testing. He stated that this should save Members time in their ward work.

Kelvin Packer, Head of Highways, stated that he thought the app would be beneficial to his service area as the app would show the coordinates of an issue which would save time for his officers finding defects in rural locations.

Councillor Goodman asked if this could be sold to other authorities. The officer explained that aspects of it could be sold as other authorities are not as far along.

Councillor Furse asked if the system could filter multiple complaints about the same issue. The officer explained that there had been no volume testing yet. Councillor Furse stated that the Twitter system works well and this could be another channel.

The officer explained that all Council staff could be reporting which may lead to less inspections.

The Chair thanked officers.

66 WELFARE REFORM - UNIVERSAL CREDIT AND COUNCIL TAX SUPPORT

Ian Savigar, Divisional Director Customer Services, introduced the report.

Panel members asked the following questions and made the following points:

Councillor Hale stated that he is concerned that the people least able to look after themselves are worse off. He asked if the authority is feeding back to the Government on this. The officer explained that he is on the Local Authority Universal Credit Working Group which is constantly feeding back to the Government. He explained that the issues raised recently by Ian Duncan Smith MP are similar to the ones raised by the Working Group. He further explained that customers can apply for money to cover the first five weeks.

In response to further questions from Councillor Hale, the officer responded that there is a 3-4 year timescale for Universal Credit. He further explained that it would not be the aim of the Council to close the CAB. Councillor Hale explained that a lot of people turn to the CAB. Councillor Furse stated that Members signpost residents to the CAB and it is a valuable resource that a lot of residents use.

In response to questions from Councillor Furse, the officer explained that regarding people wishing to downsize as a result of the spare bedroom tax, there are people still impacted. Discretionary housing benefit is being used but the amount will not last.

Regarding people moving in and out of work, the officer explained that he has visited Croydon and they explained that transition in and out of work (and on and off benefits) had been smoothed out with Universal Credit.

The Chair thanked the officer.

67 CABINET MEMBER UPDATE

The Cabinet Member for Efficiency and Resources, Councillor Charles Gerrish updated the Panel on what he and senior officers are currently working on:

- Budget;
- Internal reviews – currently Adult Services;
- HR Service Peer Review – end April;
- Universal Credit;
- Property Company – the first board meeting is next week. There are early pre-application discussions with the planning department regarding flats.

Panel members asked the following questions and made the following points:

In response to a query from Councillor Barrett, the Cabinet Member explained that affordable housing criteria would apply to any development built by the Council Property Company. In response to a question from Councillor Goodman, Councillor Gerrish explained that while some units may be sold, the site will not.

Regarding a query from Councillor Hale, the Cabinet Member replied that the Council cannot operate as a social housing landlord as this has been passed to Curo.

Councillor Furse explained that there is a dilemma between building social housing (for which there is a strong demand) and commercial concerns. The Cabinet Member explained that there is shortage of property to rent and hopefully the Property Company will manage this demand. He explained that it is hoped that the availability of these houses may bring some people out of the rental sector.

The Chair thanked the Cabinet Member.

68 PANEL WORKPLAN

The Panel noted the future workplan with the following suggested additions:

- Councillor Furse requested an update report on all the 'to be confirmed' items in the budget report to keep the Panel informed. The Cabinet Member agreed

that this is a reasonable request and suggested **July 2016** for a report 'Management Restructuring Review';

- Councillor Barrett reported that he had had meetings with Richard Holroyd regarding agency staff and there would be a report in **July 2016**.
- Council Connect Update – 6 months.

The meeting ended at 6.35 pm

Chair(person)

Date Confirmed and Signed

Prepared by Democratic Services

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Avon Pension Fund Pension Board Update



Resources PDS - May 2016



Tony Bartlett – Head of Business Finance & Pensions

Jeff Wring – Head of Audit West

Outline of Presentation



- Brief Overview of Avon Pension Fund
- National Governance Framework
- Pension Board – Role & Remit
- Pension Board – Year 1 Summary
- Project Brunel - Update



The Local Government Pension Scheme



- Statutory scheme
- Multi-employer scheme
 - Scheduled bodies
 - Designating bodies
 - Admission bodies
- Shared “risk”
- Government “guarantee”
- Defined benefit scheme
- APF has other responsibilities – Fire-fighters schemes

Membership



214 employers

including the unitary councils of Bath and North East Somerset, Bristol City, North Somerset and South Gloucestershire as well as universities, colleges, academies, housing associations and charities

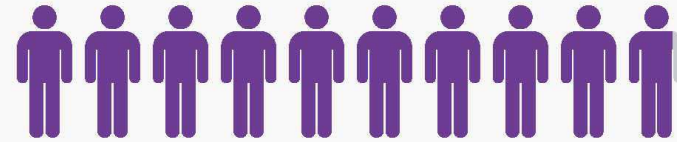
Bath & North East Somerset Council



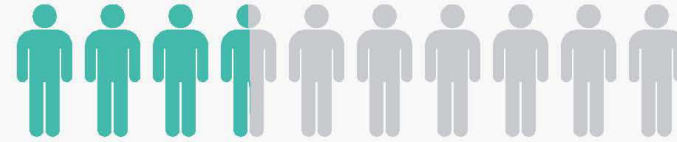
South Gloucestershire Council



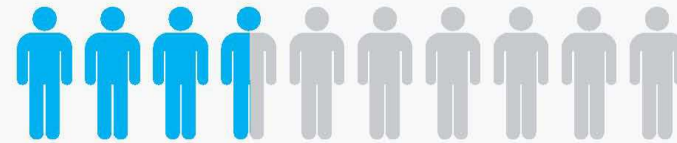
Fund membership 2014/15



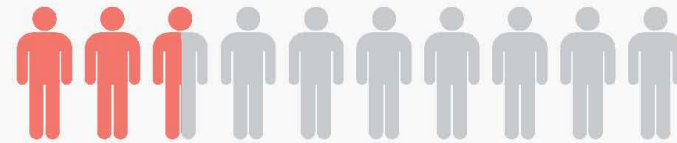
■ **96,485** members in the fund



■ **34,765** 'actives' paying in



■ **35,714** 'deferred' previously paying in



■ **26,006** 'pensioners' receiving their pension

Value of the Fund



Fund value 2014/15

**£3.8
Billion**

(a rise of **£498 million**
on the previous year)



Value of the fund (£millions)



Assets and liabilities



Assets and liabilities

as per 2013 valuation



Assets
£3,146 million

Liabilities
£4,023 million



Assets and liabilities

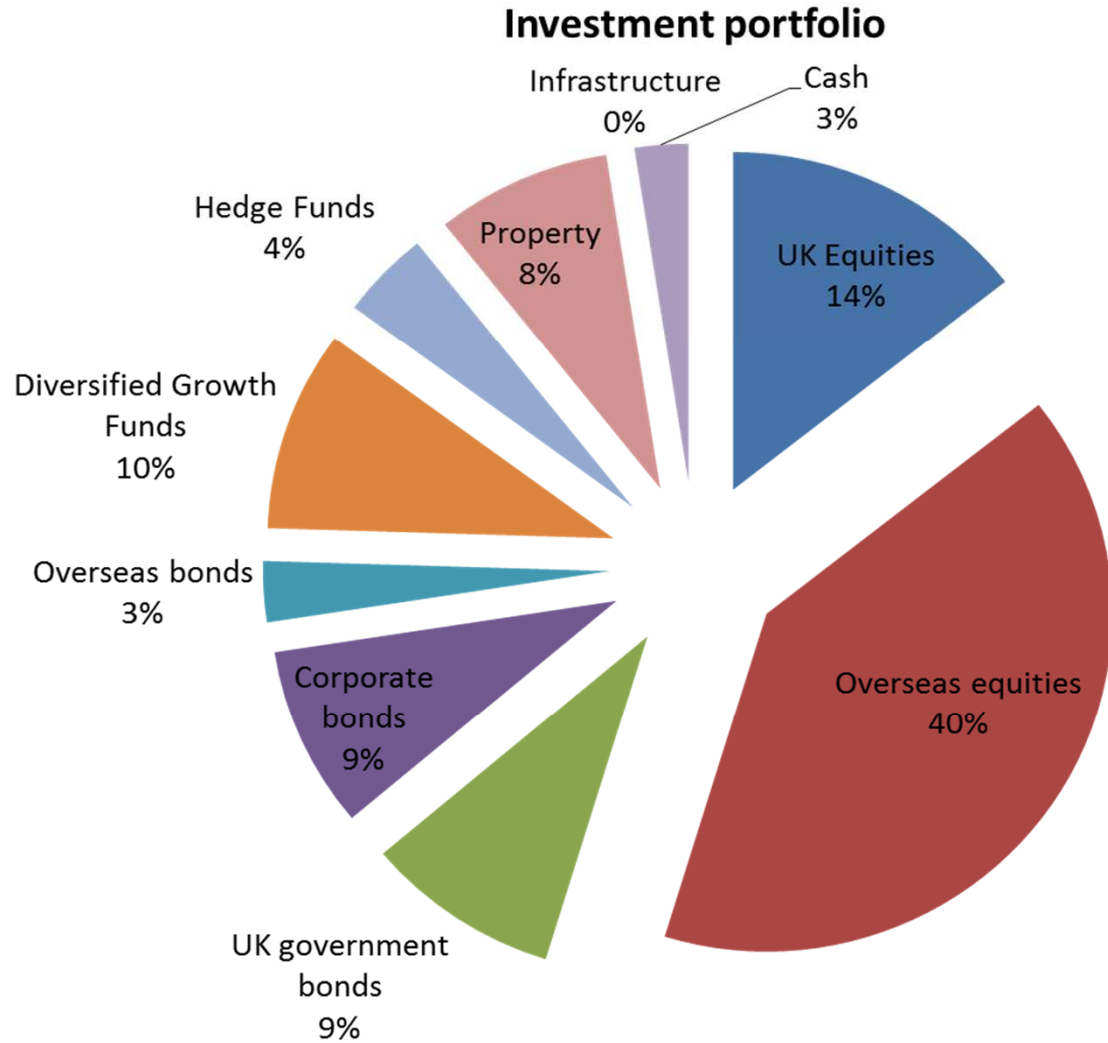
as at March 2015



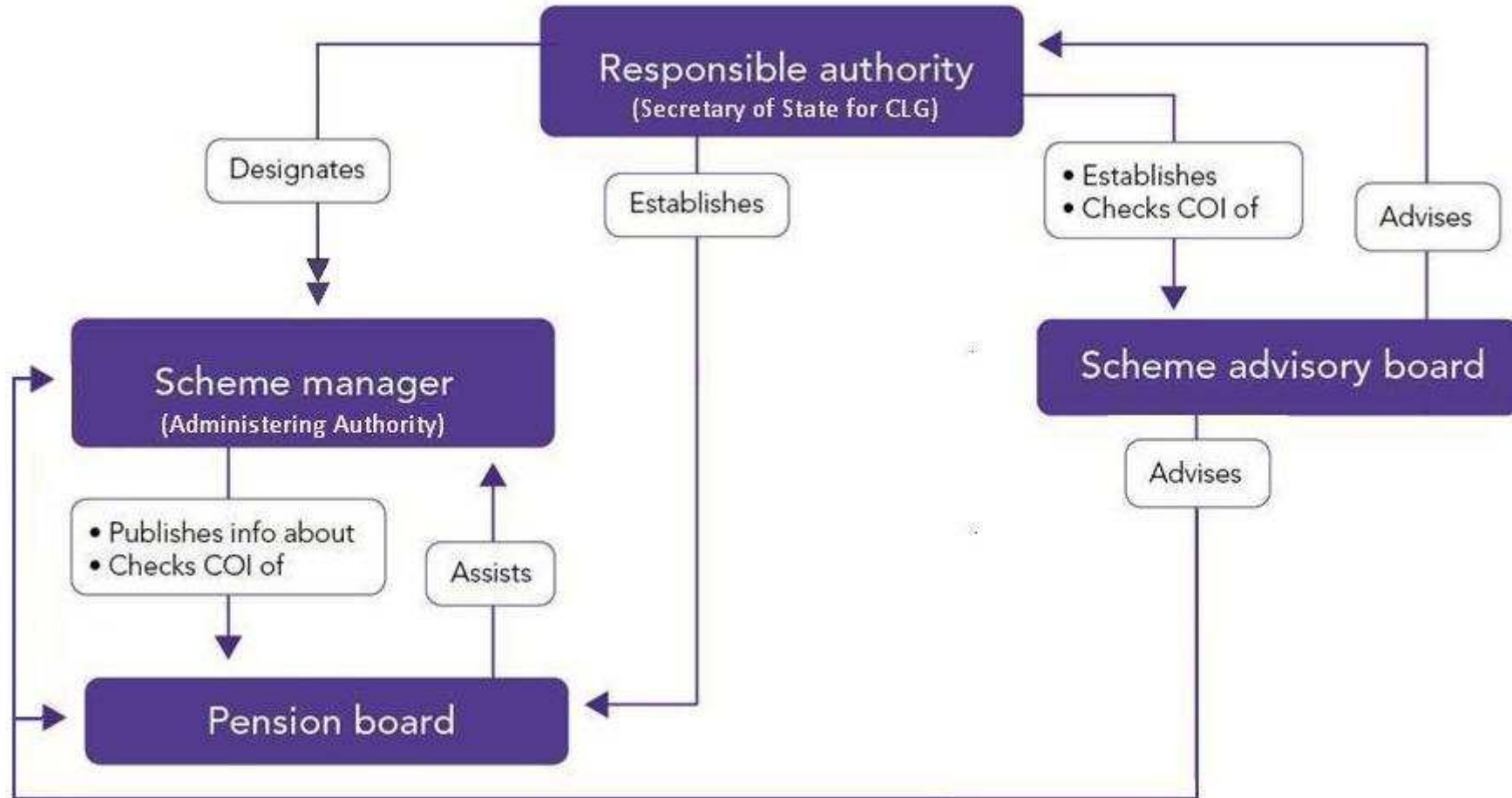
Deficit
increased from
£876 million to
£1,078 million

78% funded

Investment portfolio



LGPS national governance structure



National governance framework



- Sec of State CLG
 - Overall responsibility for LGPS
 - Produces all Regulations
- The Pensions Regulator
 - Role regulating LGPS/Local Pension Boards
 - Comply with Code of Practice 14 for public sector schemes

Local Pension Board



- Established 1 April 2015 by the Public Service Pensions Act 2013
- Requirement for all public sector pension schemes
- LGPS uniquely has them at local level
- Representation – equal numbers of employer and member representatives
- The role is also to assist the administering authority in ensuring the effective and efficient governance and administration of the scheme.”



Terms of Reference

Structure of Board



- 1 x Independent Chairperson
- 3 x Member representatives
- 3 x Employer representatives
- Quorum – 3 members (at least one member and one employer representative)



Terms of Reference



- The Board will exercise its duties in the following areas:
 - Compliance with the relevant legislation and Codes of Practice set by The Pensions Regulator;
 - Policies and processes are in place to deliver the objectives of the pension fund;
 - Policies and processes are in place to ensure that employers comply with their obligations under the Scheme and regulations;
 - The processes for setting strategy, policy and decision-making are robust;
 - A framework of controls is in place to ensure fund and employer compliance;
 - From time to time the administering authority may consult the Board or ask assistance on specific issues.

Focus of Board - Code of Practice 14



- Structure of code – four core areas of scheme governance and administration:
 1. governing your scheme [pension board]
 2. managing risks
 3. administration
 4. resolving issues



Pension Board – Year 1 Summary



- Recruitment of Board Members
- 4 Formal Meetings Held
- Training & Establishment of Policies & Procedures
- Scrutiny of Compliance with COP 14
- External & Internal Audit Plans
- Scrutiny of Pension Fund Risk Register
- Scrutiny of Pension Fund Service Plan
- Overview of LGPS Developments – I.E. Pooling

Pension Board – Year 2 Work Plan



- Detailed Focus on COP 14 – Core Role
- Communications Strategy
- Discretions
- Breaches & Action Plans
- Pension Fund Risk Register & Audit Work
- Impacts of LGPS Developments – I.E. Pooling



Project Brunel Update



- Verbal Update at Committee



The developing

Digital Programme

Notes to support a verbal update to Resources PDS Panel

Programme Vision

To support the citizens life journey digitally across Council departments and multiple agencies by digitising as much process as possible both internally and where we engage with users of our services, citizens and visitors.

Examples of how we think things will be different.

Now	Future
Clinicians in health won't necessarily know that they are seeing a child at risk or an adult with a safeguarding plan	Preventative not reactive; moving to one public service - across agencies – in this instance GPs and Hospital staff will know if they are treating a vulnerable social services client and be able to see some of the details of the case to inform their diagnosis and treatment of the individual.
Issues reported by the public either require web forms to be completed that are a bit clunky or they ring our staff who take the details and type them into CRM which then sends a message to the back office	People will be able to report street issues such as potholes, graffiti etc simply by taking a picture using our App and sending it to us – the picture will seamlessly create a case in our CRM and go to (for example) the Highways system for investigation with no other human intervention. Additionally, the website will be redeveloped to be mobile responsive and web forms redesigned to provide a better functionality & user experience
Our staff have no means of reporting street issues they see e.g. a street cleansing operative may see uncollected waste bags or an abandoned vehicle	As above – staff can use the free Banes App on their own phones or - for some – we will provide a device to report on street issues
Depending on what you want to order or pay for, you may have to contact multiple departments, send and receive multiple forms with your personal details multiple times; we mail out 1000's of letters and receive as many back which have to be sorted, opened, delivered ...	A citizen portal with single sign on and an electronic mailbox for our communications with customers – akin to online banking, you have an account with us and we transact with you through that ; you can also order, book, pay for, report and find out about services using any of our channels e.g. App, website, phone, face to face
Multiple ways of paying for, booking, reporting etc	Digitised core processes – one way of doing things that all staff can use; we will standardise on a forms solution(s) for use across the enterprise
We design processes around our people	Processes designed to be effective without mediation or human intervention
Channel shift is happening slowly	Accelerates channel shift; doing things digitally will be so slick and easy people will just do it – the 'Apple' experience

Our Digital Design Principles

- ✓ Put the customer first
- ✓ Become a Digital-First organisation
- ✓ Design digital so that services and processes operate without human intervention
- ✓ Move from reactive to preventative
- ✓ Work with others as one public service
- ✓ Easy access to services, right time/place
- ✓ Ensure efficiency and effectiveness
- ✓ Flexibility and constant review
- ✓ Do it once, do it right
- ✓ Design for inclusion

Omni-channel

We are aiming as a programme to deliver a seamless experience for anyone interacting with the Council whether online, from a desktop or mobile device, by telephone or in a One Stop Shop.



Business Needs – why Digital?

An Efficient Business

- Digital is a cheaper channel to serve (SOCITM)
- Informed citizens use services more effectively
- Potential for service redesign
- Remove waste steps/Duplication
- Automate/Go paperless/No human intervention
- Service reuse and sharing

Customer and Community

- Focus for consistent customer service
- Easier access to advice and information
- Individual view of transactions and personal alerts
- More opportunities to gather feedback
- Potential for “you said/we did” programmes
- *But continue to maintain accessibility for all*

Prevention

- Share data knowledge and collaborate with partners
- Move from being reactive to preventative
- Diagnose symptoms before complex problems arise
- Interventions at the right time and right place
- Cost avoidance

Economic Growth

The Smart City and superfast broadband solutions being developed by Economic Development will make it much easier to achieve some of these aims in the context of a digital programme. They will also enable us to utilise Internet of Things (IOT) technologies to give us up to date and real time data such as greater situational awareness, ‘automated’ reporting of issues, generate income, augment peoples visits improving our visitor offer etc

What we have already achieved

DIGITAL COMMUNICATIONS

Digital communications is a part of the Digital programme. The overall approach to Digital Communications is:

- New – integrated with the Corporate strategy and the emerging digital strategy, which means across all channels
- Based on empowering staff to take a more proactive role in communications – particularly social media where services will be encouraged to engage directly with customers and communities, especially officers in direct contact with the public
- Greater integration between social media and the website to strengthen engagement with more people in their own community's
- Encourage greater transparency between the Council' partners and community

Achievements to date include:

Social media

- Doubled engagement on social media in the last 12 months providing more video and shareable content



MEG @djelibeybi_meg · May 14

Winner of best hashtag goes to @bathnes for #BombVoyage



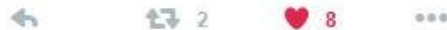
B&NES Council @bathnes

CCTV footage of the #BathBomb, which has now left Bath and North East Somerset. Thanks all for support #BombVoyage



Lewis King @lewisking · May 13

@bathnes that's a ridiculously good hashtag. Nice job.



- Plans to continue engagement and wish to redouble the engagement over the next 12 months to reflect the growing trend for social media over more traditional media
- Very successful campaign to encourage voter registration with three quarter of a million impressions
- Lots of very positive comments both locally and nationally about our approach to social media
- Using Periscope (Twitter's new live-streaming video app) to film referendum and election to Tweet 'real time' information of the action!


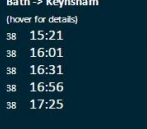
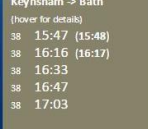

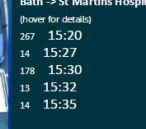
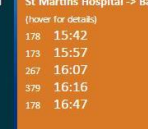
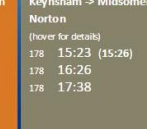

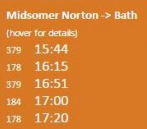
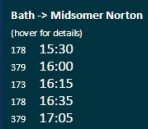







Intranet

- Completely redesigned the intranet – popular with staff and showcases a range of web technologies
- Accessing information much easier for staff and greatly assisted in the Changing How we work transition to more flexible working.
 - Including - live feeds to trains and bus times, helping staff work more efficiently whilst aiming to support initiatives to reduce travel costs

Bath & North East Somerset Council

HOME NEWS FLEXIBLE WORKING HR + PAYROLL PROCUREMENT + FINANCE IT SOCIAL GETTING ABOUT USEFUL TOOLS PHONEBOOK MY MENU → HELP1 → SERVICE DASHBOARDS →

Getting About

 <p>Bath -> Keynsham (hover for details)</p> <p>38 15:21 38 16:01 38 16:31 38 16:56 38 17:25</p> <p>Walking to Win</p>	 <p>Bath -> Keynsham (hover for details)</p> <p>38 15:47 (15:48) 38 16:16 (16:17) 38 16:33 38 16:47 38 17:03</p> <p>Bus Feed</p>	 <p>Keynsham -> Bath (hover for details)</p> <p>38 15:47 (15:48) 14 15:27 178 15:30 18 15:32 14 15:35</p> <p>Local Travel</p>	 <p>Bath -> St Martins Hospital (hover for details)</p> <p>267 15:20 14 15:27 178 15:30 18 15:32 14 15:35</p> <p>Bus Feed</p>	 <p>St Martins Hospital -> Bath (hover for details)</p> <p>178 15:42 178 15:57 267 16:07 379 16:16 178 16:47</p> <p>Bus Feed</p>	 <p>Keynsham -> Midsomer Norton (hover for details)</p> <p>178 15:23 (15:26) 178 16:26 178 17:38</p> <p>Bus Feed</p>	 <p>Midsomer Norton -> Keynsham (hover for details)</p> <p>178 16:17 178 17:22</p> <p>Bus Feed</p>
 <p>Midsomer Norton -> Bath (hover for details)</p> <p>379 15:44 178 16:15 379 16:51 184 17:00 178 17:20</p> <p>Cyclescheme</p>	 <p>Bath -> Midsomer Norton (hover for details)</p> <p>178 15:30 379 16:00 178 16:15 178 16:35 379 17:05</p> <p>Bus Feed</p>	 <p>Bath -> Midsomer Norton (hover for details)</p> <p>178 15:30 379 16:00 178 16:15 178 16:35 379 17:05</p> <p>Travel Initiatives</p>	 <p>Bath Spa -> Keynsham 16:08 (On time) 16:43 (On time)</p> <p>Keynsham -> Bath Spa 15:51 (On time) 15:58 (On time) (last updated 15:22 24/May/2016)</p> <p>Reducing Travel</p>	 <p>Bath Spa -> Bristol TM 15:28 (On time) 15:36 (On time)</p> <p>Bristol TM -> Bath Spa 15:22 (On time) 15:30 (On time) (last updated 15:22 24/May/2016)</p> <p>Rail Feed</p>	 <p>Bath Spa -> Bristol TM 15:28 (On time) 15:36 (On time)</p> <p>Bristol TM -> Bath Spa 15:22 (On time) 15:30 (On time) (last updated 15:22 24/May/2016)</p> <p>Rail Feed (Bristol)</p>	 <p>Staff Parking Permits</p>
						

PCC website

- Bespoke website to support the PCC Election together with a social media campaign and interactive displays at the Count

A&S PCC Election2016 @AandS_PCC2016 Following

Polling stations now open! DON'T PANIC - registered voters don't need a poll card avonpccelection2016.org.uk/Make-sure-you-... #PCC2016

Made with KINEMASTER

You can vote without your poll card, if you're registered to vote

RETWEETS 20 LIKES 7

7:47 AM - 5 May 2016

Somerset Council, Mendip Council, SedgemoorDC and 7 others

External Website

- The external website will be redesigned this year to be
- Simpler, easier to use, with a better search engine
 - Configured specifically on mobile devices

- Support services needing to raise income
- Integrated better with social media
- Support the Corporate Strategy

There will be full consultation throughout its development including seeking the views of the members and the PDS panels as well as members of the public and staff

#ONECOUNCIL REVIEW PROGRAMME

#One Council Reviews operate as an ‘in house joined up support team’ for services and form an integral part of the Digital programme.

- Bereavement service for funeral directors now self-serve (no longer need to provide staff for Out Of Hours support)
- Electoral & Schools admissions & home to school transport now on line – auto checking residency
- Licencing payments now taken mediated over the phone (so fewer cheques)
- Highways payments now taken mediated over the phone (stopped invoicing!)
- Pest control, Registrars, taxi renewals & Electoral calls transferred to CC
- DVLA on line checking introduced
- Housing HMO's on line & we have stopped sending paper reminders
- Direct Debit payments introduced for Trade Waste saving time and money
- Fully automated data transfer to CRM from basic Report It web forms (so no manual intervention) for Potholes, Vegetation, Gritting, Cleansing, Street Lighting, Flooding & Drainage

Achievements to date include:

EVENTS	<ul style="list-style-type: none"> • Process reviewed and ‘EventApp’ installed and being tested to enable simpler more efficient application processes & better data sharing • Payments core process also been introduced to improve quicker & easier payments
REGISTRARS	<ul style="list-style-type: none"> • Registration Services Manager in post and other key appointments made to new structure to facilitate more flexible workforce to enable customer focused approach and extended opening hours. • Introducing new telephone system to improve customer handling and IT changes being made to allow online customer booking and certificate ordering • Joining up key services to maximise ‘weddings’ income and ensure comparable customer charging.

	<ul style="list-style-type: none"> • New size ceremony room introduced to complete the market range in the Guildhall.
SEN TRANSPORT	<ul style="list-style-type: none"> • Proposing options for longer term cost reductions in how we transport from home to school as part of wider transport project
CUSTOMER CONTACT	<ul style="list-style-type: none"> • Processes & procedures have been changed to ensure more customer focused approach and consistent feedback given. Some IT tweaks are also required to ensure flow of data.
PROPERTY INVOICING	<ul style="list-style-type: none"> • Process reviewed and redesigned to increase efficiency, effectiveness of the workforce and capacity as well as reducing liability for late payments
PRINT AND POST	<ul style="list-style-type: none"> • Early research phase underway to inform business case for corporate print and post options and enable digital
SEND TEAM (renamed 'Moving People Differently')	<ul style="list-style-type: none"> • This work is yet to start but will include the SEN Transport within a wider SEND Team review (now renamed 'Moving People Differently')
HIGHWAYS STRATEGIC PARTNERSHIP WORKING	<ul style="list-style-type: none"> • A brief has been completed to support any process changes for customer handling that may be needed following contract negotiations and more immediate support to ensure a customer focused website to encourage channel shift
CUSTOMER SERVICES OPERATING MODEL	<ul style="list-style-type: none"> • A brief completed to support design of new Operating Model required in customer services to support the digital go live for Universal Credit which will affect how the work comes in and handled also to align the library future planning
LICENSING HUB	<ul style="list-style-type: none"> • Early brief to start scoping how corporate & cross cutting a review of rationalising licensing and permitting could be in our authority if recent national pathfinder findings could be implemented here to improve customer focused approach

OTHER ACHIEVEMENTS TO DATE

Tell Us Once –Tell Us Once is a service that lets you report a death to most government organisations 'in one go'. For us that means our Registrar will not only inform other Council departments so that they can amend their records, but also central Government departments so that for example, passports and benefits are automatically cancelled, pensions adjusted – saving the bereaved numerous phone calls and letters when they are particularly vulnerable. BANES was an early adopter of this programme.

Desktop and home working solution

This solution is really liked by staff – accessing your desktop at home on your own device / almost anywhere with an internet connection, securely.

- ✓ Published by (amongst others) the Telegraph, SOCITM and in various trade press articles for the flexibility, increased productivity and green credentials these facilitate – waiting to hear from APSE if we have been shortlisted for an award.

The Digital programme – what does it look like, what will it do

Refer to 2 page colour handout which sets out the 2020 Digital Vision and our initial prioritised Programme Plan.

The verbal update will talk through the progress that has been made, initiatives already underway and the proposed order in which we will deliver the programme.

Request of the Panel

- Do you think anything is missing
- Would you like annual updates on progress

RESOURCES PDS FORWARD PLAN

This Forward Plan lists all the items coming to the Panel over the next few months.

Inevitably, some of the published information may change; Government guidance recognises that the plan is a best assessment, at the time of publication, of anticipated decision making. The online Forward Plan is updated regularly and can be seen on the Council's website at:

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<http://democracy.bathnes.gov.uk/mgPlansHome.aspx?bcr=1>

The Forward Plan demonstrates the Council's commitment to openness and participation in decision making. It assists the Panel in planning their input to policy formulation and development, and in reviewing the work of the Cabinet.

Should you wish to make representations, please contact the report author or Michaela Gay, Democratic Services (01225 394411). A formal agenda will be issued 5 clear working days before the meeting.

Agenda papers can be inspected on the Council's website and at the Guildhall (Bath), Hollies (Midsomer Norton), Civic Centre (Keynsham) and at Bath Central, Keynsham and Midsomer Norton public libraries.

Ref Date	Decision Maker/s	Title	Report Author Contact	Strategic Director Lead
25TH MAY 2016				
25 May 2016	Resources PDS	Pensions Board	Tony Bartlett Tel: 01225 477302	Strategic Director - Resources
25 May 2016	Resources PDS	Digital Strategy	Angela Parratt Tel: 01225 396576	Strategic Director - Resources
27TH JULY 2016				
Page 40 27 Jul 2016	Resources PDS	Use of Consultants and Agency Staff - Update on Task and Finish Group	Richard Howroyd Tel: 01225 477334	Strategic Director - Resources
27 Jul 2016	Resources PDS	Procurement Strategy - Think Local	Richard Howroyd Tel: 01225 477334	Strategic Director - Resources
27 Jul 2016	Resources PDS	Commercial Estate	Richard Long, Derek Quilter Tel: 01225 477075, Tel: 01225 477739	Strategic Director - Resources
14TH SEPTEMBER 2016				
14 Sep 2016	Resources PDS	Business Rate Retention - Impact of Government Changes	Tim Richens Tel: 01225 477468	Strategic Director - Resources

Ref Date	Decision Maker/s	Title	Report Author Contact	Strategic Director Lead
14 Sep 2016	Resources PDS	Communications	Jonathan Mercer, David Trethewey Tel: 01225 477449, Tel: 01225 396353	Strategic Director - Resources
ITEMS TO BE SCHEDULED				
	Resources PDS	Training and Development	William Harding, David Trethewey Tel: 01225 477203, Tel: 01225 396353	Strategic Director - Resources
	Resources PDS	Equalities and Performance Impacts of Strategic Spending Review	David Trethewey Tel: 01225 396353	Strategic Director - Resources
Page 41 The Forward Plan is administered by DEMOCRATIC SERVICES : Michaela Gay 01225 394411 Democratic_Services@bathnes.gov.uk				

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