

Policy Committee

Wednesday, 07 January 2015 at 10:30

County Hall, County Hall, West Bridgford, Nottingham, NG2 7QP

AGENDA

- | | | |
|---|--|---------|
| 1 | Minutes of last meeting held on 10 December 2014 | 3 - 6 |
| 2 | Apologies for Absence | |
| 3 | Declarations of Interests by Members and Officers:- (see note below)
(a) Disclosable Pecuniary Interests
(b) Private Interests (pecuniary and non-pecuniary) | |
| 4 | Staffing Structure for Complaints and Information Team | 7 - 10 |
| 5 | Better Broadband for Nottinghamshire Programme Contract 2 (Superfast Extension Programme) | 11 - 16 |
| 6 | Nottinghamshire Annual Residents' Satisfaction Survey 2014 | 17 - 22 |
| 7 | Transformation Programme Progress Update | 23 - 28 |
| 8 | Work Programme | 29 - 32 |

Notes

- (1) Councillors are advised to contact their Research Officer for details of any Group Meetings which are planned for this meeting.
- (2) Members of the public wishing to inspect "Background Papers" referred to in

the reports on the agenda or Schedule 12A of the Local Government Act should contact:-

Customer Services Centre 0300 500 80 80

- (3) Persons making a declaration of interest should have regard to the Code of Conduct and the Council's Procedure Rules. Those declaring must indicate the nature of their interest and the reasons for the declaration.

Councillors or Officers requiring clarification on whether to make a declaration of interest are invited to contact Paul Davies (Tel. 0115 977 3299) or a colleague in Democratic Services prior to the meeting.

- (4) Councillors are reminded that Committee and Sub-Committee papers, with the exception of those which contain Exempt or Confidential Information, may be recycled.
- (5) This agenda and its associated reports are available to view online via an online calendar - <http://www.nottinghamshire.gov.uk/dms/Meetings.aspx>

Meeting **POLICY COMMITTEE**

Date **Wednesday, 10 December 2014 at 10:30am**

membership

Persons absent are marked with `A`

COUNCILLORS

Alan Rhodes (Chairman)

Reg Adair
Richard Butler
Steve Calvert
Jim Creamer
Glynn Gilfoyle
Kevin Greaves
Stan Heptinstall MBE
Richard Jackson
David Kirkham

Bruce Laughton
Diana Meale
Philip Owen
John Peck JP
Ken Rigby - A
Martin Suthers OBE
Gail Turner
John Wilkinson
Yvonne Woodhead

ALSO IN ATTENDANCE

Councillor Roy Allan
Councillor Nikki Brooks

Councillor Steve Carroll
Councillor Kate Foale

OFFICERS IN ATTENDANCE

Mick Burrows
Anthony May

Chief Executive
Children's, Families and Cultural Services

Keith Ford
Jayne Francis-Ward
Matthew Garrard
Marie Lewis
Celia Morris
Catherine Munro
Michelle Welsh

} Policy, Planning & Corporate Services

MINUTES

The Minutes of the last meeting held on 12 October 2014, having been previously circulated, were confirmed and signed by the Chairman.

MEMBERSHIP OF THE COMMITTEE

The following changes of membership for this meeting only were noted:-

- Councillor Laughton had replaced Councillor Mrs Cutts;
- Councillor Butler had replaced Councillor Wallace;
- Councillor Woodhead had replaced Councillor Weisz;
- Councillor Calvert had replaced Councillor Bosnjak;
- Councillor Wilkinson had replaced Councillor Knight.

APOLOGIES FOR ABSENCE

Councillor Ken Rigby (hospital appointment).

DECLARATIONS OF INTEREST BY MEMBERS AND OFFICERS

None

IMPLEMENTATION OF THE RAISING THE PARTICIPATION AGE STRATEGY FOR NOTTINGHAMSHIRE

RESOLVED: 2014/070

That the proposed Raising of the Participation Age Strategy be approved.

ECONOMIC DEVELOPMENT STRATEGY – PROGRESS REPORT

RESOLVED: 2014/071

- 1) That the update on the Council's Economic Development Strategy be noted.
- 2) That a further update be provided in 12 months' time.

ANNUAL DELIVERY PLAN 2014-15 – QUARTER 2 PROGRESS REPORT

RESOLVED: 2014/072

That quarter two progress against the Annual Delivery Plan 2014-15 be noted.

LEADER RURAL DEVELOPMENT PROGRAMME – NOTTINGHAMSHIRE SUBMISSION RESULTS

RESOLVED: 2014/073

- 1) That the successful bids for two LEADER programmes in Nottinghamshire and the investment in rural economic growth that they will deliver be welcomed.
- 2) That a small internal project team be established to develop the Council's accountable body role as a matter of urgency.
- 3) That final funding confirmations and all future updates on the Nottinghamshire LEADER programmes be considered by the Council's Economic Development Committee.

WORK PROGRAMME

RESOLVED: 2014/074

That the work programme be noted.

The meeting closed at 11.51 am.

CHAIRMAN

REPORT OF THE LEADER OF THE COUNCIL

STAFFING STRUCTURE FOR COMPLAINTS AND INFORMATION TEAM

Purpose of the Report

1. The purpose of this report is to seek approval for the staffing structure for the Complaints and Information Team which is part of the Policy Planning and Corporate Services Department.

Background

2. Policy Committee considered and approved a proposal to centralise the Council's information management functions on 12th November 2014. The proposal recognised the need to improve and develop some areas of information management work, particularly in the light of increased scrutiny from the Information Commissioner, and that this would be best achieved by centralising information management within the Complaints and Information Team (C&IT).
3. Included in the proposal was the access to records work (Subject Access Requests) which are a statutory requirement under Data Protection Act. This work is mainly in relation to social care records. There has been pilot project in C&IT to manage and appropriately redact the records in respect of Subject Access Requests relating to children's social care. The pilot made use of new systems in that all requests are prepared and redacted electronically using specialist software. The records are also provided to requesters in an electronic format.

Complaints and Information Team

4. It is proposed that the Complaints and Information Team will continue to manage the complaints functions and the Council's responses to Freedom of Information Act requests. In addition it will agree and deliver a programme of work in relation to information governance and management improvements ensure a consistent approach to data breach reporting, investigation and accountability; progress work on implementation of the Transparency Code and on improving the Publication Scheme. It would also mean that all Subject Access Request work would become the responsibility of the team. The transfer of the appropriate budget has been agreed.

5. The proposed new team structure is set out in Appendix A and includes a total of 17 fte permanent posts. The post of Information Manager (Band D) is not new but will transfer into the team from Environment and Resources Department and three additional posts of Complaints Information and Mediation Officers (Band B) are established in the team in order to deal with the Access to Records work. Once the new team is established these posts will be subject to Job Evaluation review. No additional money is required for these posts as the budget has been transferred from other areas of the Council as the work was previously carried out in operational non specialist teams.

Other Options Considered

6. Alternative approaches to information management and governance, including access to records requests and breach reporting, have been considered and tried within the Council. Centralisation of information management will ensure that the Council meets the requirements of government in a more focussed and strategic manner. This centralisation was approved by Policy Committee on 12th November and outlined in Business Case A31.

Reason/s for Recommendation/s

7. The proposed structure achieves the rationalisation of the strands of information management and governance work previously carried out in different areas of the Council.

Statutory and Policy Implications

8. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

9. The proposal moves the post of Information Manager from Environment and Resources into Policy planning and Corporate Services, with no additional financial implications. It also establishes 3 additional Band B Complaints Information and Mediation Officer posts in the Complaints and Information Team, and the appropriate budget will be transferred from children's social care to fund these posts.

Human Resources Implications

10. The proposals have been discussed with the recognised trade unions at departmental JCNP and the newly established posts will be recruited to in line with the vacancy control process.

RECOMMENDATION/S

- 1) Policy Committee notes the expanded role of the Complaints and Information Team.

- 2) The proposed staffing structure for the Complaints and Information Team set out in Appendix A be approved, and the establishment of 3 additional Complaints Information and Mediation Officer posts agreed.

Councillor Alan Rhodes
Leader of the Council

For any enquiries about this report please contact:

Jo Kirkby, Team Manager, Complaints and Information Team, Ext 72821

Constitutional Comments ([LM 17/12/14])

11. The Policy Committee has delegated authority within the Constitution to approve the recommendations in the report'

Financial Comments (SEM 17/12/14)

12. The financial implications are set out in the report.

HR Comments (AW 18/12/14)

13. The HR implications are set out in the report

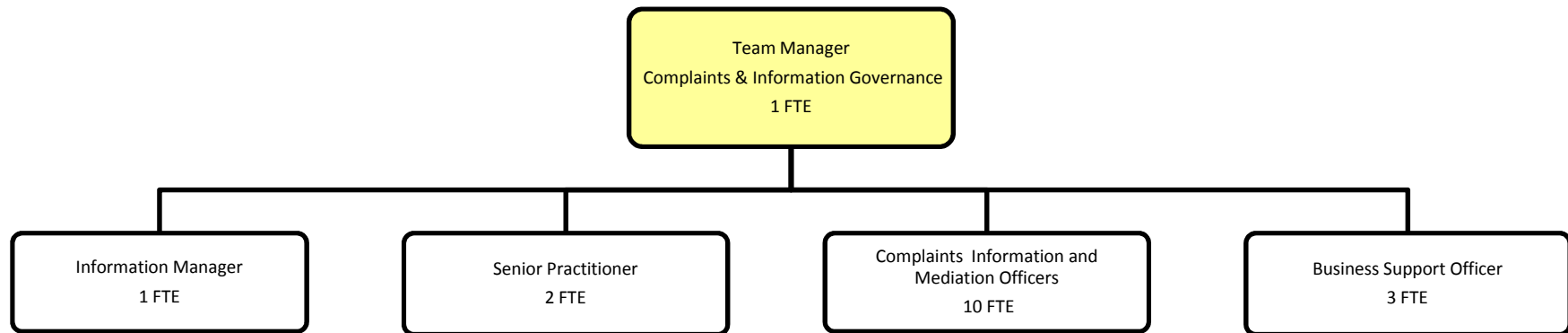
Background Papers and Published Documents

Option for change A31

Electoral Division(s) and Member(s) Affected

All

Appendix A
Complaints & Information Team
Proposed Structure January 2015



REPORT OF THE CHAIR, ECONOMIC DEVELOPMENT COMMITTEE**BETTER BROADBAND FOR NOTTINGHAMSHIRE PROGRAMME
CONTRACT 2 (SUPERFAST EXTENSION PROGRAMME)****Purpose of the Report**

1. The purpose of this report is to seek delegated authority for the Corporate Director, Policy, Planning and Corporate Services (in consultation with the Leader of the Council and the Chair of the Economic Development Committee) to negotiate and enter into a contract with the preferred supplier for the Better Broadband for Nottinghamshire programme Contract 2 (superfast extension programme).

Information and advice

2. Previous reports to Policy Committee and Full Council have updated Members on progress since the August 2013 appointment of BT Group in relation to Contract 1. Members will recall that Contract 1 builds on the private sectors' commercial rollout plans, which will raise fibre coverage across Nottinghamshire from the starting position of 86% to 94.3% by 2016.
3. To tackle remaining market failure in terms of the availability of next generation broadband infrastructure, the Government's £250m *Superfast Extension Programme*, which runs from 2015, aims to extend the fibre reach further to achieve 95% coverage nationally. From this programme, Nottinghamshire has received an indicative allocation of £2.63m for increased and additional broadband coverage. While this is a welcome and sizable allocation, it is acknowledged that (in common with Contract 1) this still will not enable the authority to deliver 100% coverage.
4. For Contract 1, Nottinghamshire County Council were advised by Broadband Delivery UK (BDUK, the Government's broadband delivery agency) to allow BT to design and build the most cost effective solution to ensure that as much fibre coverage could be achieved as possible. This was accepted by the BBfN Programme Delivery Board and forms part of the existing contractual arrangement with BT. The implications of this are that some of the early roll-out has taken place in predominantly urban or urban fringe areas rather than in more rural areas which were ostensibly the target of the programme. BT's rationale for this is that it is quicker and easier to build out from the existing networks in urban/higher density areas and that they achieve higher 'total homes passed' (THP – the standard measurement) more quickly. It should be stressed that all of the roll-out so far has been in areas that are State Aid eligible.

5. The following table indicates the levels of fibre-based broadband coverage that will be achieved by the end of contract 1 (combined with existing commercial coverage):

Superfast Broadband coverage (SFBB) by premise numbers			
	% SFBB	SFBB	No SFBB
Ashfield	97.2%	54,167	1539
Bassetlaw	88.1%	46,556	6308
Broxtowe	97.6%	50,367	1234
Gedling	98.4%	52,320	832
Mansfield	97.7%	49,077	1139
Newark and Sherwood	88.8%	48,358	6112
Rushcliffe	92.1%	45,527	3882

6. The Government's target through Contract 2 is for 95% coverage of fibre-based broadband. The Council has secured the full match funding of £2.63m from the D2N2 Local Enterprise Partnership through its Local Growth Deal. No local capital contributions are required at this stage. In order to release the allocation the necessary assurances have been provided to Broadband Delivery UK (BDUK) confirming that appropriate match funding provision has been made available.
7. Nottinghamshire Chief Executives recently considered the potential targeting in Contract 2. It was agreed that (particularly given the match funding support through D2N2) a cross-cutting priority relating to business connectivity should be mandated in Contract 2 and further that delivery should be targeted on the three districts of Bassetlaw, Newark & Sherwood and Rushcliffe (all of whom receive well below the 95% Government coverage aspirations) in order to address the obvious gaps in fibre coverage across the County.
8. It should be noted that the scale of the additional funding means that a straight-forward contract extension is not permissible. This has resulted in a further round of both market testing and procurement necessary to demonstrate value for money and to ensure State Aid compliance. The procurement timeline is detailed below:

Procurement Timeline		
Activity	Date	
A Invitation To Tender (ITT) launch	14 th November 2014	
B 10 week tender response (plus two weeks to cover the festive period)	14 th November 2014 to noon on 5 th February 2015	
C Tender evaluation and moderation complete	19 th February 2014	
D State Aid clearance, Department of Culture Media and Sport (DCMS) and other funding approvals i.e. call off contract award, grant award	27 th February 2015 to 12 th March 2015	
E Bidder notified of evaluation outcome (e.g. preferred bidder announced)	19 th February 2014	

Revenue funding implications

9. The Council's programme management costs are not eligible for support through BDUK or ERDF. In recognition of this, the County Council approved a revenue allocation to support programme management of £450,000 at its meeting in December 2011. This revenue allocation assumed that the programme would be delivered by March 2015, which was a reasonable expectation at the time.
10. Given the considerable national delays in sign off of frameworks and regulations for Contract 1, the timeline for completion of activity through this contract has been extended to 2016. The additional capital investment through Contract 2 will complete in 2017. The Council will need to retain programme management capacity to March 2017 at the earliest to ensure that contractual obligations are met, financial conditions are adhered to, demand stimulation activities continue and additional funds are secured to extend the programme wherever possible.
11. Annual revenue expenditure to date is approximately £120,000. The existing revenue budget for the programme will be exhausted in 2016. We will review programme management requirements in Q3-4 2015-16 once we know the outcome of the contract 2 procurement and will assess then what additional revenue budget allocation will be required.

Other Options Considered

12. Reject the BDUK allocation and other secured funding and rely on the market to resolve the residual problems of next generation broadband connectivity across the County. This was rejected as it would deny the wider community a tangible opportunity to benefit from superfast broadband services, in the short to medium term, also affecting the County's economic competitiveness and the Council's ability to continue to digitise future service provision.

Reason for Recommendation

13. The provision of enhanced broadband infrastructure should positively influence economic and employment related issues. Facilitating and deploying the right level of improved infrastructure will increase the likelihood of new development and activity, contributing towards sustained local economic growth and improved employment opportunities.

Statutory and Policy Implications

14. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

15. As previously reported (and illustrated in the table below), the overall combined public sector capital cost for Contract 1 is £10,558,644. When the additional £5.26m is added, the total combined public sector capital contributions equate to £15,818,644.

Combined public sector capital contributions		
Contract No.		£ million
1 [ending 2016]	i.e. The existing Better Broadband for Nottinghamshire Programme	£10,558,644
2 [ending 2017]	i.e. Superfast Extension Programme	£5,260,000
TOTAL COMBINED PUBLIC SECTOR CAPITAL CONTRIBUTIONS		£15,818,644

RECOMMENDATIONS

Policy Committee approves:

16. That delegated authority be granted to the Corporate Director for Policy, Planning and Corporate Services (as the programme's Senior Responsible Officer) following consultation with the Leader of the Council and the Chair of the Economic Development Committee to:
- I. agree any amendments to the contract arising from the clarification process, provided these do not materially alter the parameters of the eventual contract offering;
 - II. sign off the contract at the conclusion of the clarification process on behalf of the County Council

Councillor Diana Meale

Chairman, Economic Development Committee

For any enquiries about this report please contact: Nicola M^cCoy-Brown Tel: 0115 977 2580

Constitutional Comments [SLB 18.12.2014]

Policy Committee is the appropriate body to consider the content of this report.

Financial Comments [SEM 19/12/14]

The financial implications are set out in the report. A further report will be brought to the Committee detailing additional revenue funding if required.

Background Papers

- Nottinghamshire Local Broadband Plan
(www.nottinghamshire.gov.uk/broadband)
- Nottinghamshire Local Broadband Plan – report to Full Council, 15-12-2011

- Update on Nottinghamshire Local Broadband Plan – report to Policy Committee, 20-06-2012
- Response to Petitions presented to Economic Development Committee – report to Economic Development Committee, 20-09-2012
- Nottinghamshire Local Broadband Plan – report to Full Council, 28-02-2013
- ERDF Funding Agreement, 14-05-2013
- Investing in Britain's future – Presented to Parliament by the Chief Secretary to the Treasury by Command of Her Majesty, 6-2013
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/209279/PU1524_IUK_new_template.pdf
- Superfast Broadband for Nottinghamshire – report to Policy Committee 17-07-2013
- Superfast Broadband for Nottinghamshire – report to Economic Development Committee 09-07-2013
- UK Broadband Impact Study – Impact Report, SQW, 11-2013
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/257006/UK_Broadband_Impact_Study_-_Impact_Report_-_Nov_2013_-_Final.pdf
- Better Broadband for Nottinghamshire – Resource Requirements for Delivery Phase – report to Economic Development Committee, 12-12-2013
- Better Broadband for Nottinghamshire – report to Economic Development Committee 14-01-2014
- Superfast Extension Programme indicative funding allocation letter – BDUK on behalf of the Department for Culture Media and Sports, 25-2-2014
- Better Broadband for Nottinghamshire – Superfast Extension Programme – report To Economic Development Committee, 11-03-2014
- Better Broadband for Nottinghamshire – Phase One – report to Economic Development Committee, 1-4-2014
- Better Broadband for Nottinghamshire Superfast Extension Programme – report to Policy Committee, 4-6-2014
- Update on D2N2 Strategic Economic Plan and Local Growth Deal – report to Economic Development Committee, 1-7-2014
- Better Broadband for Nottinghamshire – Additional Staffing Resource – report to Economic Development Committee, 16-09-2014
- Better Broadband for Nottinghamshire – Quarterly update on the rollout – report to Economic Development Committee, 18-11-2014

Electoral Division(s) and Member(s) Affected

All.

REPORT OF THE LEADER

NOTTINGHAMSHIRE ANNUAL RESIDENTS' SATISFACTION SURVEY 2014

Purpose of the Report

1. To present the findings from the 2014 Nottinghamshire Annual Residents' Satisfaction Survey and consider actions arising from the survey.

Information and Advice

2. The annual residents' satisfaction survey aims to explore views about the Council, its services and the local area. This is the third survey undertaken and presents directly comparable results with previous years.
3. The information helps the Council to understand the views and priorities of local residents and how effective the authority has been in influencing the three key drivers of satisfaction: how informed people feel, value for money perceptions and how able residents feel they can influence local decision making.
4. An independent research company, Enventure Research, carries out the satisfaction survey through face-to-face interviews with residents. It is proposed that consideration is given to review the sample size, coverage and range of questions in the 2015 survey to allow further comparison with national polling data collected by the Local Government Association.

Methodology

5. The research was conducted via a face-to-face on-street interviews with residents aged 18+ across Nottinghamshire. 1,053 respondents (150 from each district) were interviewed between 1 October 2014 and 29 October 2014. The sample was closely monitored to ensure that it would replicate the 2011 Census data including specific quotas to ensure fair representation on basis of: district, gender, age, working status, ethnicity and disability as shown in the table below. The 2011 census defines disability slightly differently from the survey as "day to day activities limited a little, or limited a lot". The sample size means that the percentages quoted in the results are accurate to approximately +/-3%.

	Sample %	Census 2011 %
Male	49	49
Female	51	51
Age 18-24	10	10
Age 25-34	14	14
Age 35-54	36	36
Age 55-64	16	16
Age 65+	23	23
Employed	56	71
Retired	23	17
Disability	23	11
Ethnicity - White	97	96
Ethnicity - Other	3	4

- 6 The detailed report captures local people's views, experiences and perceptions and includes tables and charts broken down by geographical areas, and demographic subgroups including age, gender and working status. The report also contains data requested by the Nottinghamshire Police and Crime Commissioner. A reference copy is available as a background paper.

Summary of key findings

7. Overall, the survey indicates that satisfaction during 2014 has improved over the past 12 months and residents remain fairly positive about Nottinghamshire. The findings compare well with other councils, especially around satisfaction and value for money (a key driver of satisfaction) that both exceed the 2014/15 Strategic Plan targets.
8. In order to understand how levels of satisfaction and perceptions have changed, comparisons have been made with the 2013 survey and, where relevant, to 2012 survey results. All three surveys used the same methodology.

8.1 Council Satisfaction

The satisfaction rating (fairly to very satisfied) has increased by 3 percentage points since 2013 to 61%. This exceeds the Nottinghamshire County Council 2014/15 Strategic Plan target of 60%.

8.2 Value for Money

A major influencer on satisfaction with the Council is respondents feeling that it provides value for money. 47% of respondents *agree* that the County Council provides them with value for money, compared to 24% that *disagree*. This is an increase of 4 percentage points since the 2013 survey. It exceeds the 2014/15 Strategic Plan target of 43%.

8.3 Advocacy and Consideration

Respondents were asked to indicate which one of a number of statements came the closest as to how they felt about the Council. Thirty-five percent stated that they speak positively of the Council, either without being asked (6%), or if they are asked (29%), representing an increase of 2% since the 2013 survey.

As in previous years, the greatest proportion of respondents, 61%, feel that they have been treated with respect and consideration by their local public services and people within public services.

8.4 Local decision making

Respondents were asked the extent to which they agree/disagree that they can influence decisions affecting their local area. A total of 36% of the respondents *agree* they can influence decisions. This represents a significant increase of 8 percentage points since 2013 (28%) and is above the 2014/15 Strategic Plan target of 33%.

8.5 Information provision

The Duty to Involve came into force in April 2009. It requires councils to involve residents in decisions made about how they provide services. Good information and communications are important elements of service delivery, and there is a strong relationship between how informed residents feel they are kept by their council and their perceptions of its performance. Understanding residents' views on this is therefore important both as an indicator of the effectiveness of communications and as one of the most important drivers of reputation among local residents.

Respondents were asked for their overall view about how well informed they feel the Council keeps them about the services and benefits. Fifty-three percent of respondents felt that the Council kept them well informed (11% very well informed and 42% fairly well informed). This represents an increase of 2% from 2013, and is 2% above 2014/15 Strategic Plan target of 51%.

8.6 Publications

The Council has introduced three new publications - County Life; Family Life and Your Life, respectively aimed at all residents; families, and retired people. The survey sought views on County Life and Family Life (Your Life was not printed and distributed in time for the start of the survey).

Of the respondents who had received a copy of **County Life**, 57% said that they had read it either thoroughly or selected articles. Furthermore, 70% said that they had found it to be informative. Of the respondents who received a copy of **Family Life**, 64% said that they read it either thoroughly or read selected articles. Furthermore, 79% said that they had found it to be informative.

8.7 Perceptions of the local area

Eighty per cent are *satisfied* with their local area (defined as within 20 minutes' walk of their home) as a place to live. This is an increase of two percentage points since 2013.

8.8 Community Cohesion

A recognised measure of community cohesion is achieved by asking people about the extent to which they agree that their local area is one where people from different ethnic backgrounds get on well together. Fifty-one percent agree that people from different ethnic backgrounds get on well together in Nottinghamshire. This is a decrease of 6% from 57% in 2013.

8.9 Community safety

Perceptions of crime and safety are often central to whether residents see an area as a good place to live. Ninety-five percent of respondents *feel safe during the day* (one percentage point increase from 2013). This is higher than the national Local Government Association figure of 94%. In relation to *feeling safe outside at night* the Nottinghamshire figure is 75%.

8.10 Satisfaction with the local area

Respondents were asked how much of a problem certain types of anti-social behaviour were in their local area. The table below summarises the 2014 results together with the previous two years. The majority of respondents felt that each of type of anti-social behaviour is not a problem.

Anti-social behaviour	Problem in 2012	Problem in 2013	Problem in 2014	Net Change 2013 to 2014
Vandalism, graffiti and deliberate damage to property or vehicles	11%	13%	16%	+3%
Rubbish or litter lying around	19%	24%	26%	+2%
Noisy neighbours or loud parties	10%	14%	11%	-3%
Abandoned or burnt out cars	3%	3%	2%	-1%
Groups of people hanging around the streets	16%	19%	18%	-1%
People being drunk or rowdy in public places	14%	17%	17%	=
People using or dealing drugs	14%	20%	20%	=
People being attacked/harassed because of their skin colour/ethnic origin/religion	3%	5%	5%	=

8.11 Helping out and getting involved

The proportion of respondents who volunteer regularly in a typical week is 14%. This is a decrease of one percentage point since 2013. It is also notable that the amount of time people in Nottinghamshire volunteer per week has slightly decreased by two percentage points across all time bands. The type of voluntary activity undertaken that has seen the biggest increase is supporting the local community or neighbourhood groups (39% compared to 18% in 2013) based on a total sample size of 167 respondents.

8.12 Broadband and Internet Usage

In order to help build up a picture of how Nottinghamshire residents interact digitally, respondents were asked a series of questions about accessing the internet. With 87% of the UK now using the internet, the ways in which people are now accessing online services is changing. In Nottinghamshire, the survey indicated that 72% of the respondents were aware of the different ways and means to access the internet. Mobile broadband was more frequently used by the younger age groups, with 31% of those aged 18-24 and 28% of those aged 25-34 indicating that they most often used this type of broadband.

54% of respondents said that they most frequently used a computer (desktop or laptop) to access the internet, whilst 30% most frequently used a tablet or smartphone. In terms of usage, which was a multiple choice answer, 50% of respondents engage with social media, such as Facebook and Twitter. More than half use it to shop online, and 43% for banking online. In terms of entertainment, 31% stream video or watch TV and movies online and 23% engage in online gaming.

Conclusions

9. Overall, satisfaction during 2014 has improved over the past 12 months and residents remain positive about Nottinghamshire. The findings compare well with other councils, especially around satisfaction and value for money (a key driver of satisfaction) that both exceed the 2014/15 Strategic Plan targets.
10. Tracking changes in satisfaction alongside questions on other related issues about residents' local areas can provide valuable information on what is driving resident perceptions and therefore what the Council can do to better serve their local communities. Many additional factors will influence resident views of councils at a local level, including local demographics. It is important therefore that these results are seen as part of a wider approach to understanding and responding to local communities at a local level.
12. The detailed results will also be used as a tool for evaluating quality within the Council's service plans and will be explored to integrate the results as part of the relevant performance management processes.

Other Options Considered

13. The cost of the survey was £13,796. The Council contributed £9,796 with the Nottinghamshire Police and Crime Commissioner contributing £4,000. This is considered to be good value for money as other comparable surveys cost in excess of £20,000. The survey provides important information on residents' views about the Council, its services and the local area.

Reason/s for Recommendation/s

14. The information gained through the 2014 Nottinghamshire Annual Residents' Satisfaction will help the Council to better understand the views and priorities of local residents and will be taken into account when decisions are made about Council plans and services.

Statutory and Policy Implications

15. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATIONS

It is recommended that:

- 1) Findings of the 2014 Nottinghamshire Annual Residents' Satisfaction Survey are noted.
- 2) The report is used to inform development of planning, policy and delivery plans.

Alan Rhodes
Leader of the Council

For any enquiries about this report, please contact:

Raj Sharma

Senior Consultation Officer

0115 9772937

raj.sharma@nottsccl.gov.uk

Constitutional Comments [SLB 10/12/2014]

1. Policy Committee is the appropriate body to consider the content of this report.

Financial Comments [SEM 10/12/14]

2. The financial implications are set out in the report.

Background Papers and Published Documents

Contextual and comparative data from previous surveys

Final report (excluding Partners' data)

Electoral Division(s) and Member(s) Affected

All



REPORT OF THE LEADER OF THE COUNTY COUNCIL

TRANSFORMATION PROGRAMME PROGRESS UPDATE

Purpose of the Report

1. The purpose of this report is to provide Policy Committee with a progress update on the Council's Transformation Programme.

Information and Advice

Background

2. In February 2014 approval was granted by County Council to 122 Outline Business Cases (OBCs) that are set to deliver £83m of savings in the three years to 2016/17 as part of the Annual Budget and Medium Term Financial Strategy (MTFS).
3. 21 of the OBCs, with a combined value of £43.7m, were categorised as high governance and these, together with the existing high governance projects, comprised the Transformation Programme at the start of 2014/15.
4. A list of the programmes and projects that comprise the Transformation Programme is attached at Appendix A. Departments are supported in the delivery of these projects by the Transformation Team which comprises experienced and skilled programme and project management staff, along with specialists such as a programme planner.
5. Departments generally deliver low and medium governance projects without the support of the Transformation Team as these do not have the complexity, value or risk that warrants dedicated project management support. However, advice and good practice guidance is provided by the Team where requested.

Programme Development, Design & Assurance

6. On 12 November 2014, Policy Committee approved a report titled 'Redefining Your Council – Transformation and Spending Proposals 2015/16 – 2017/18' recommending the approval of Category A savings proposals and the commencement of a consultation on Category B and C savings proposals.

Collectively these 58 proposals are designed to save the Council £30.4m in the face of severe and on-going financial pressures and challenges. Subject to the consultation outcome and approval of Full Council on 26 February 2015, many of those savings proposals will become projects which will commence delivery in April 2015.

7. In preparation of the next financial year, the Programme Management Office (PMO) is currently working with Departments to understand the key risks; assumptions and resource requirements across all savings proposals. An initial assessment of their likely governance levels has been undertaken in the event that they move forward to implementation.
8. The PMO is also providing some short-term expertise and support to ensure that those proposals with the highest value, risk and complexity are properly set-up within a formal project management framework. Key to this is robust project and benefit realisation plans against which delivery can be effectively monitored. Adopting this approach will ensure that projects have the best possible chance of successful delivery.
9. Those high governance savings proposals that are agreed by Full Council in February 2015 will be added to the Transformation Programme and progress in their delivery will form part of the Financial Monitoring Report, periodically considered by Finance and Property Committee.

Update on Programme Delivery

10. The following provides an overview of progress made in some key areas over the past three months.

Adult Social Care & Health

11. As part of supporting work to deliver Organisational Redesign across Assessment and Care Management Teams in the Adult Social Care, Health and Public Protection (ASCH&PP) Department, the Transformation Team were also asked to consider the resource requirements arising from the Care Act.
12. To respond to this need the Team developed a resource planning tool that calculates the resources required to deal with increased demands and the impact of any suggested mitigations. To accommodate the need for different scenarios to be calculated the model is an interactive assumption based model that allows the service to consider a number of options. The outputs of the model show both Full-Time Equivalent (FTE) and financial implications of any increase required.
13. The model has been shared internally with ASCH&PP Senior Leadership Team to inform discussions about how the Care Act will be implemented. It was also shared with the Corporate Leadership Team and consideration was given as to how and where this tool could be used in other service areas where assumption based planning is required.

14. The model has also been shared externally among Adult Social Care audiences and it has been welcomed positively with a number of requests received for support to replicate the tool for other organisations.

Children's, Families and Cultural Services (CFCS)

15. As was reported to Children's and Young People's Committee on 8 December 2014, the Transformation Team has been working with the Department to develop a six-month pilot in Children's Social Care that seeks to prove the concept of a new model of social work practice. The pilot is based on the 'Reclaiming Social Work' model of child protection pioneered in Hackney and successfully adopted by other authorities.
16. The pilot is intended to integrate social workers and support workers (newly appointed Technical Specialist roles) effectively, improve outcomes, increase retention and reduce the number of social work posts required thereby reducing the reliance on agency social workers. Business process reviews are integral to the project and have been completed for Independent Reviewing Officers, Child Protection Co-ordinators, and Adoption, Fostering & Permanence Panels. Front-line social work is currently being reviewed.
17. Teams are currently being identified to be part of a pilot to prove the concept of the Technical Specialist role and the pilot is scheduled to start from February 2015. It is assumed that the demonstration of forward-thinking in social work practice, coupled with technological support via mobilisation, will have the added benefit of improved social worker recruitment and retention rates.
18. Key progress in the field of Looked After Children has been the development of an approach to providing good quality alternative care options for children with complex needs who are currently placed in residential care. This is scheduled to go live in April 2015 and will stimulate the residential care market within Nottinghamshire, meaning more children can be placed near to their local communities while also reducing costs.

Case study

19. The following case study provides a more detailed insight into one of the projects that has been supported by the Transformation Team.

Project Case Study - Environment & Resources
A Highway Division project
Background In August 2013, Highways Division began working with Transformation Team (TT) to help deliver some key projects including highway repairs. The division was seeking to make savings as part an Outline Business Case and a Transformation Team project manager was assigned to work with them.
Issues to be addressed

Ensuring that a good service in highway repairs could be maintained and improved with a reduced budget

Key actions taken by the project manager

Ensuring that the right people, needed to find a solution, met regularly and agreed key actions – driving the project forward recognising all contributions

Progress

Developed a clear proposal for future operators, communicated it to everyone and implemented a new, more efficient, way of working.

Outcomes

The old process – which could result in lengthy delays involved:

- A major pothole identified
- Inspector visits and logs on the system
- Work request sent to Highways operations
- Work scheduled and undertaken

The new process – which has had a dramatic impact on timescales:

- A major pothole identified
- Inspector visits with operations staff who fill the pothole if possible

“at least 95% of pothole repairs are being carried out by the inspection teams”

Eamonn Harrison, Highway Manager (Countywide), Highway Management team

The new process helped demonstrate to the Department for Transport that Nottinghamshire was following the best practice set out in the Highway Maintenance Efficiency Programme as a result of which the Council recently received £2.78m additional funding for pothole repairs.

Other Options Considered

20. Not applicable, this is a progress update.

Reason/s for Recommendation/s

21. To update Policy Committee on the success of the Transformation Programme to date.

Statutory and Policy Implications

22. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION/S

- 1) That Policy Committee notes the achievements of the Council's Transformation Programme to date.

Councillor Alan Rhodes
Leader of the County Council

For any enquiries about this report please contact:
Caroline Agnew, Programme Manager, Transformation Team (0115 9773760)

Constitutional Comments

30. As this report is for information only, constitutional comments are not required.

Financial Comments (SEM 9/12/14)

31. There are no specific financial implications arising directly from this report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Report to County Council February 2014

Reports to Policy Committee January, July, October, November 2014

Electoral Division(s) and Member(s) Affected

All

Appendix A

High Governance Programmes and Projects within the Transformation Programme

Title OBC	Ref
Redesign of Assessment and Care Management Functions (older adults)	B01
Redesign of Assessment and Care Management Functions (younger adults)	B07
Living at Home Phase II	A01
Reduction in supplier costs - older persons' care homes	B04
Reduction in supplier costs - Younger Adults	B05
Reducing Community Care spend - Older Adults	C01
Reducing the average community care personal budget - Younger Adults	C02
Reduction in long-term care placements	C03
Reduction in cost of transport services	C04
Day Services	C07
Supporting People	C12
Targeting Reablement Support	C13
Residential Short Breaks Services	C06
Early Years and Early Intervention	B12
Libraries, Archives, Information and Learning	B13
Provider Services (looked after children)	B16
Children's Disability Service	C16
Local Bus Service Review	B17
Reduce Street Lighting Energy Costs	A41
Business support services review	A07 & A15
Traded Services – Alternative Service Delivery Models Options Review	N/A
Redesign of Home Based Services	N/A
Ways of Working	N/A
Digital First	N/A
MASH LEAN Review	N/A
Strategic Management Framework	N/A
One Space	N/A
Broadband	N/A

OBC details can be found at

<http://www.nottinghamshire.gov.uk/living/jobs/workingforthecouncil/staff/?entryid7=356209>

**REPORT OF CORPORATE DIRECTOR, POLICY, PLANNING AND
CORPORATE SERVICES****WORK PROGRAMME****Purpose of the Report**

1. To review the Committee's work programme for 2014/15.

Information and Advice

2. The County Council requires each committee to maintain a work programme. The work programme will assist the management of the committee's agenda, the scheduling of the committee's business and forward planning. The work programme will be updated and reviewed at each pre-agenda meeting and committee meeting. Any member of the committee is able to suggest items for possible inclusion.
3. The attached work programme includes items which can be anticipated at the present time. Other items will be added to the programme as they are identified.
4. As part of the transparency introduced by the new committee arrangements, committees are expected to review day to day operational decisions made by officers using their delegated powers. Such decisions will be included in the work programme on an annual basis and as specific decisions of interest arise.
5. The Policy Committee will be asked to determine policies, strategies and statutory plans developed or reviewed by other Committees of the Council. Committee Chairmen are invited to advise the Policy Committee of any additional policy reviews that are being considered.

Other Options Considered

6. None.

Reason/s for Recommendation/s

7. To assist the committee in preparing and managing its work programme.

Statutory and Policy Implications

8. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, ways of working, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION/S

- 1) That the Committee's work programme be noted, and consideration be given to any changes which the Committee wishes to make.

Jayne Francis-Ward

Corporate Director, Policy, Planning and Corporate Services

For any enquiries about this report please contact: Keith Ford, Team Manager, Democratic Services T: (0115) 9772590 E: keith.ford@nottsc.gov.uk

Constitutional Comments (SLB)

9. The Committee has authority to consider the matters set out in this report by virtue of its terms of reference.

Financial Comments (NS)

10. There are no financial implications arising directly from this report.

Background Papers

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None

Electoral Division(s) and Member(s) Affected

All

POLICY COMMITTEE - WORK PROGRAMME (AS AT 22 DECEMBER 2014)

<u>Report Title</u>	<u>Brief summary of agenda item</u>	<u>Lead Officer</u>	<u>Report Author</u>
11 February 2015			
Digital First Progress Update	Transformation of digital services and customer journeys - project update report	Martin Done	Marie Lewis
Performance against priorities	Progress update of actions underway to deliver strategic plan priority outcomes, potential risks and indications of impact.	Celia Morris	Matthew Garrard
Annual Delivery Plan 2015-16	Consideration of key actions and measures to support delivery of the Council's strategic plan priorities in 2015-16.	Celia Morris	Matthew Garrard
Planning Obligations Protocol	To seek approval for the Protocol and 'sign-up' from the District and Borough Councils.	Jayne Francis-Ward	Lisa Bell
11 March 2015			
The Care Act 2014	To seek approval for new and/or revised local policy in response to the enactment of the Care Act 2014.	Jon Wilson	Caroline Baria
22 April 2015			
City of Nottingham and Nottinghamshire Economic Prosperity Committee	Annual report on this joint committee between the County Council, City Council and Borough/District Councils in Notts.	Jayne Francis-Ward	Matt Lockley
Transformation Programme – Progress Update	Quarterly report on the progress of the Council's Transformation Programme.	Jayne Francis- Ward	Caroline Agnew
Social Media Policy and Strategy	Update on the use of social media and approval for a new strategy and policy	Martin Done	Clare Yau
Income Generation through Advertising and Sponsorship	Progress report on income generation through advertising and sponsorship revenues	Martin Done	Clare Yau
20 May 2015			
Performance against priorities	Review of final position against the first annual delivery plan and progress against the four year strategic plan.	Celia Morris	Matthew Garrard

<u>Report Title</u>	<u>Brief summary of agenda item</u>	<u>Lead Officer</u>	<u>Report Author</u>
20 June 2015			
15 July 2015			
Transformation Programme – Progress Update	Quarterly report on the progress of the Council's Transformation Programme.	Jayne Francis- Ward	Caroline Agnew