

# Scrutiny Report



## Performance Scrutiny Committee - Partnerships

### Part 1

Date: 25 April 2018

### Subject Shared Resource Service Monitoring Update

Author Overview and Scrutiny Officer

The following people have been invited to attend for this item:

Invitee:	Area / Role / Subject
Rhys Cornwall	Head of People and Business Change
Mark Bleazard	Digital Services Manager
Matt Lewis	Chief Officer Shared Resource Service

## Section A – Committee Guidance and Recommendations

### 1 Recommendations to the Committee

The Committee is asked to:

1. Consider the update on the Shared Resource Service Partnership Arrangements for IT service delivery at the end of the first year;
2. Determine if it wishes to make any comments to Cabinet / Council.
3. Determine if ongoing monitoring of this partnership is necessary as part of the Committee's work programme for next year.

### 2 Context

#### Background

2.1 Following a Scrutiny Review of IT services the Cabinet accepted the Recommendations of the Community Planning & Development Scrutiny Committee on 14 March 2016 to:

- accept the Scrutiny Committee's preferred option of developing a detailed business case for a partnership with the Shared Resource Service
- agree in principle the preferred option for Newport City Council to establish a collaborative public sector partnership with the SRS and to provide update reports to the Cabinet
- delegate authority to the Head of People & Business Change and Statutory Officers to develop a final business case for the preferred option, to establish a collaborative public sector partnership with the SRS
- delegate authority to the Head of People & Business Change and Statutory Officers to implement the preferred option to establish a collaborative public sector partnership with the

SRS, subject to the arrangement being financially viable and operating to at least the financial requirements stated in the Part 2 report. The arrangement will also be subject to not falling below the expected benefits as detailed within the Business Case  
***(A link to the Cabinet Report held on 14 March 2016 and Minute is included in Background Papers in Section 8 of this report.)***

Following further development of the business case, Newport's IT Service formally joined the Shared Resource Service on 1 April 2017. The Shared Resource Service (SRS) is a collaborative ICT provision in South East Wales that comprises Gwent Police Authority, Monmouthshire County Council, Torfaen County Borough Council and Blaenau Gwent County Borough Council.

### **Previous Consideration of this item**

- 2.2 At its meeting on 26 July 2017, this Committee requested briefings on all of the partnerships within the remit of the Committee, to enable Members to have an understanding of the partnerships prior to any scrutiny being undertaken. Subsequently this Committee received a briefing upon the Shared Resource Services at its meeting on 4 October 2017. ***(A link to the Performance Scrutiny Committee – Partnerships Report held on 4 October 2017, the Training Presentation and Minutes is included in the Background Papers in Section 8 of this report.)***
- 2.3 The Committee also approved its Forward Work Programme on 26 July 2017 to include an Update report upon the Shared Resource Service since its inception in April 2017. ***(A link to the Performance Scrutiny Committee – Partnerships Report held on 26 July 2017 and Minutes is included in the Background Papers in Section 8 of this report.)***

## **3 Information Submitted to the Committee**

- 3.1 The Shared Resource Service Update is attached as **Appendix A** to this report and includes the following sections:
- Background
  - Performance Information
  - Governance Arrangements:
    - SRS Governance Arrangements;
    - NCC Governance and Client Management Arrangements.
  - Progress Update
  - Investment Objective Update

## 4. Suggested Areas of Focus

### Role of the Committee

#### The role of the Committee in considering the report is to:

- Assess the update upon the SRS's progress to date particularly on delivering the Investment Objectives
- Assess and make comment on:
  - The progress being made by the SRS in delivering the investment objectives identified as being more important than others, namely: **1; 2; 3; 4; 8 and 11;**
  - The extent to which investment objectives that remain outstanding are being addressed and any risks mitigated;
  - Whether there are any barriers to delivering the investment objectives.
- Conclusions:
  - What was the overall conclusion on the information contained within the reports?
  - Is the Committee satisfied that it has had all of the relevant information to base a conclusion on the delivery of the Investment Objectives by the SRS?
  - Do any areas require a more in-depth review by the Committee?
  - Does the Committee wish to make any Comments to the Cabinet?
  - What are the requirements for ongoing monitoring of SRS on the Committee's work programme?

### Suggested Lines of Enquiry

4.1 In evaluating the SRS's progress in delivering the Investment Objectives included in **Appendix A**, the Committee may wish to consider:

- What is the overall view of the SRS's progress in delivering the Investment Objectives at this stage?
- What is planned to progress investment objectives that are outstanding at this stage?
- Whether there are any barriers to delivering any investment objectives?
- How effectively the Shared Resource Service partnership arrangement is working?
- For those objectives not met within timescales, what mitigations are in place to enable the SRS to complete them and within what timescales?
- Whether the Committee wishes to receive a further monitoring report in 12 months?

## Section B – Supporting Information

### 5 Supporting Information

#### Guidance for Local Authority Scrutiny Committees on the scrutiny of Public Services Boards issued by Welsh Government in August 2017:

- 5.1 *“Research into the practice of collaborative or joint scrutiny in England and Wales identifies that arrangements are effective when they demonstrate the following characteristics:*

#### Characteristics of effective partnership scrutiny

- Scrutiny regards itself as a form of ‘critical friendship with positive intent’ in which scrutiny practitioners act as advocates for the success of joint working.
- Collaborative performance is evaluated from the citizen’s perspective.
- Strong efforts are made to understand the complexity of partnership arrangements and to facilitate learning about the culture and assumptions of different organizations.
- Scrutiny creates positive expectations by focussing on issues regarded as useful to the partnership or where there is consensus that ‘things need to change’.
- Scrutiny demonstrates intellectual independence and investigative rigour in all of its activities.
- Scrutiny demonstrates a positive impact by developing clear, timely, evidence-based recommendations aimed at enhancing collaborative performance.
- Scrutiny critically evaluates its own performance utilising partnership perspectives.

*(A link to the Guidance for Local Authority Scrutiny Committees on the scrutiny of Public Services Boards issued by Welsh Government in August 2017 is included in Background Papers in Section 8 of this report.)*

### 6 Links to Council Policies and Priorities

- Newport City Council’s Corporate Plan and Wellbeing Objectives:

<b>Well-being Objectives</b>	Promote economic growth and regeneration whilst protecting the environment	Improve skills, educational outcomes & employment opportunities	Enable people to be healthy, independent & resilient	Build cohesive & sustainable communities
<b>Corporate Plan Commitments</b>	Thriving City	Aspirational People		Resilient Communities
<b>Supporting Function</b>	Modernised Council			

## 7 Wellbeing of Future Generation (Wales) Act

### 7.1 General questions

- How is this area / policy affected by the new legislation?
- How will this decision / policy / proposal impact upon future generations? What is the long term impact?
- What evidence is provided to demonstrate WFGA has been / is being considered?
- Evidence from Community Profiles / other data?
- (When published:) Evidence of links to Wellbeing Assessment / Objectives / Plan?

### 7.2 Wellbeing Goals

- How are the Wellbeing goals reflected in the policy / proposal / action?
  - *A prosperous Wales*
  - *A resilient Wales*
  - *A healthier Wales*
  - *A more equal Wales*
  - *A Wales of cohesive communities*
  - *A Wales of vibrant culture and thriving Welsh language*
  - *A globally responsible Wales*

### 7.3 Sustainable Development Principles

- Does the report / proposal demonstrate how as an authority we are working in accordance with the sustainable development principles from the act when planning services?
  - **Long Term**  
*The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs*
  - **Prevention**  
*How acting to prevent problems occurring or getting worse may help public bodies meet their objectives*
  - **Integration**  
*Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies*
  - **Collaboration**  
*Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives*
  - **Involvement**  
*The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.*

## 8. Background Papers

- Cabinet [Report](#) held on 14 March 2016 (Item 13 refers) and [Minutes](#).
- Performance Scrutiny Committee – Partnerships [Report](#) (Item 6 refers) held on 4 October 2017, the [Training Presentation](#) and [Minutes](#).
- Performance Scrutiny Committee – Partnerships [Report](#) (Item 6 refers) held on 26 July 2017 and [Minutes](#).
- [Guidance for Local Authority Scrutiny Committees on the scrutiny of Public Services Boards](#) (Issued by Welsh Government August 2017)
- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan](#)