



County Hall
Cardiff
CF10 4UW
Tel: (029) 2087 2000

Neuadd y Sir
Caerdydd
CF10 4UW
Ffôn: (029) 2087 2000

CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

Committee POLICY REVIEW AND PERFORMANCE SCRUTINY COMMITTEE

Date and Time of Meeting WEDNESDAY, 11 JULY 2018, 4.30 PM

Please find below correspondence send by the Committee Chair following the meeting, together with any responses received.

For any further details, please contact scrutinyviewpoints@cardiff.gov.uk

8 **Correspondence Following Committee Meeting** (Pages 3 - 12)

This page is intentionally left blank

My Ref: T: Scrutiny/PRAP/Comm Papers/Correspondence

Date: 12 July 2018

Councillor Sarah Merry,
Cabinet Member Education, Employment & Skills,
Cardiff Council,
County Hall,
Cardiff
CF10 4UW



County Hall
Cardiff,
CF10 4UW
Tel: (029) 2087 2087

Neuadd y Sir
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088

Dear Councillor Merry,

Policy Review & Performance Scrutiny Committee: 11 July 2018

On behalf of the Policy Review and Performance Scrutiny Committee thank you for attending Committee to facilitate scrutiny of the Twenty First Century Schools Band B Programme. Members were delighted to welcome the Director of Education, Nick Batchelor, and would be grateful if you would pass on our appreciation. We offer the following comments and observations for you to draw to the Cabinets attention.

Cabinet and Directorate Responsibilities

The Committee considers it essential that Cabinet establishes clarity around the relationship between the Economic Development and Education Directorates, and the proposed roles of Programme Director –Schools Organisation Programme and Head of Property within the Corporate Landlord Model. The Committee is of the view that there should be clarity of responsibility for Band B Programme delivery between the two Directorates and the respective Cabinet Portfolios. We note the Director of Education’s view that, of the four phases in the ARUP Education Delivery Process Review cycle, the ‘Need’ and ‘Scheme’ Phases should be led by the Education Directorate, whilst the ‘Delivery’ and ‘Operational’ phases require strong client side procurement, and therefore requires property expertise. We therefore consider the relationship with the Corporate Landlord role is key and wish to stress the importance of the Council’s property function harnessing knowledge of schools requirements from education colleagues, but having overall responsibility for schools project management.

Resourcing

In respect of the proposed new Programme Director's role, Members consider it will be difficult to recruit two experts in one – property project management and schools policy expertise. The Committee is keen to establish how the additional posts required to ensure the Programme is delivered will be funded.

Capital Financing versus MIM

It is our view that questions remain around the Welsh Government MIM funding model, versus Capital Financing, to deliver the Band B Programme. We note that though the Cabinet have previously decided on Capital Financing to deliver the programme, discussions with Welsh Government are in fact very much ongoing, in light of market sensitivities as to the viability of some Band B projects. We note that in arriving at the decision to take the Capital Financing route, the Council has undertaken financial modelling for all projects, and that the two that remain viable are Cathays and Willows High Schools. We would therefore like an opportunity to consider the modelling for the two schools that remain an option for MIM funding, and request that you keep this Committee informed of discussions going forward.

Once again, on behalf of the Committee, my sincere thanks for attending the PRAP Scrutiny Committee for consideration of the Band B Programme in respect of capacity and governance arrangements. I would be grateful if you would relay our views to the Cabinet to inform discussion today, and I look forward to your response.

Yours sincerely,



COUNCILLOR DAVID WALKER
CHAIR, POLICY REVIEW AND PERFORMANCE SCRUTINY COMMITTEE

cc Members of the Policy Review & Performance Scrutiny Committee
Nick Batchelor, Director of Education
Joanne Watkins, Cabinet Office Manager
Melanie Jackson, Cabinet Support.

**SWYDDFA'R DIRPRWY ARWEINYDD
DEPUTY LEADER'S OFFICE**

Fy Nghyf / My Ref: CM39954

Eich Nghyf / Your Ref:

Dyddiad / Date: 19th July 2018

Cllr David Walker
Chair Of Prap
County Hall
Atlantic Wharf
Cardiff Bay
CF10 4UW

Annwyl / Dear David

PRAP Scrutiny - Band B Programme

Thank you for your letter of 12th July following the discussion of the Cabinet Report Cardiff Council 21st Century Band B Programme: Capacity and Governance at Policy Review and Performance Committee on 11th July.

Your letter was duly considered by Cabinet at the meeting held on 12th July 2018, at which the decision to proceed with the recommendations in the report was taken.

On the matter of resourcing and capital funding versus MIM, which you raise in your letter, you will be aware that paragraphs 32 – 34 and 44 – 46 of the report address these matters. As the report notes, discussion regarding capital/MIM funding are ongoing, and I will keep you informed of developments.

Yn gywir / Yours sincerely

Sarah Merry

**Councillor / Cynghorydd Sarah Merry
Deputy Leader / Dirprwy Arweinydd
Cabinet Member for Education, Employment & Skills
Aelod Cabinet Dros Addysg, Cyflogaeth a Sgiliau**

ATEBWCH I / PLEASE REPLY TO:

Swyddfa'r Dirprwy Arweinydd, Ystafell 525, Neuadd y Sir, Glanfa'r Iwerydd, Caerdydd CF10 4UW
Deputy Leader's Office, Room 525, County Hall, Atlantic Wharf, Cardiff CF10 4UW Ffôn/Tel (029) 2087 2501

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



Neuadd y Sir
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088
www.caerdydd.gov.uk

County Hall
Cardiff,
CF10 4UW
Tel: (029) 2087 2087
www.cardiff.gov.uk

This page is intentionally left blank

Date: 23 July 2018



County Hall
Cardiff,
CF10 4UW
Tel: (029) 2087 2087

Neuadd y Sir
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088

Councillor Chris Weaver,
Cabinet Member Finance, Modernisation & Performance,
Cardiff Council,
County Hall,
Cardiff
CF10 4UW

Dear Councillor Weaver,

Policy Review & Performance Scrutiny Committee: 11 July 2018

On behalf of the Policy Review and Performance Scrutiny Committee thank you for attending Committee to update us on progress in respect of the Council's Digital Strategy. Members were delighted to welcome the new Chief Digital Officer, Isabelle Bignall, and would be grateful if you would pass on our appreciation for her presentation. We offer the following comments and observations for your consideration on taking the Digital Ambition forward.

The Committee welcomed the Digital Strategy as a long term plan central to delivering the Capital Ambition programme. This is evident from the priority given to digitalisation in the new senior management structure, and the recent appointment of a Chief Digital Officer. We note the key principles of the strategy, and will factor the action plan that follows, to deliver the principles, into our future work programme.

Resourcing & Savings

Members are keen to establish the implications for resources, and the savings that might unfold from greater digitalisation of Council services. We understand each digital project has associated savings identified through a business plan and an identified payback period. We note that three existing teams, Customer Services, ICT Services and the Capital Ambition Delivery Team are now working together reporting to the new Chief Digital Officer. We note also that the aim is to reduce the volume of low value queries handled by C2C staff. We therefore consider there is significant potential for the strategy to impact on staff.

Cardiff App

The Committee wishes to point out that whilst the recently launched App is good, the functions currently available from the App are limited. We note the intention that parking will be a future function accessible on the App, and urge that there should be an increase in the services available online, according to the impact it will have on our volume of transactions. We therefore wish to take up your offer of having sight of draft proposals for future proposed transactions.

Councillor support

Members wish to stress the importance of Councillors understanding how the App will support them in their representation of citizens. We need to know via the App that an issue we have reported is progressing. We wish to point to some technical glitches that need to be ironed out for Members. We are pleased to hear there will be a Connected Members workshop to consult with Councillors. One Member of our Committee, Councillor Ashley Lister, is keen to establish that the App will be compatible with a Blackberry, and we therefore welcome your offer to add Councillor Lister's name to the 'smart councillor' test group.

Serving All Citizens

The Committee is particularly keen that the Council does not confuse the elderly with artificial intelligence, and puts in place appropriate mechanisms to assist them manually. Members are pleased to hear that the digitally disadvantaged remain central to the Digital Strategy, that you have a good understanding of where these groups are, and are exploring where others exist before agreeing a service map. We consider there is a risk that the Council becomes absorbed with technology, and echo a note of caution that we must be able to deal with the demand that ease of access to Council services creates. We concur that it is important to see the Council through the lens of citizens, to ensure that we are offering what matters to the citizen, and therefore the principles of the strategy are key.

Once again, on behalf of the Committee, my sincere thanks for attending the PRAP Scrutiny Committee for consideration of the Digital Strategy. I would be grateful if you would relay our views to the Cabinet to inform discussion, and I look forward to your response.

Yours sincerely,

A handwritten signature in black ink that reads "David Walker". The signature is written in a cursive, flowing style.

COUNCILLOR DAVID WALKER
CHAIR, POLICY REVIEW AND PERFORMANCE SCRUTINY COMMITTEE

cc Members of the Policy Review & Performance Scrutiny Committee
Isabelle Bignall, Chief Digital Officer
Joanne Watkins, Cabinet Office Manager
Heather Warren, Cabinet Support Officer

This page is intentionally left blank

Fy Nghyf / My Ref: CM40106

Dyddiad / Date: 13th August 2018

Councillor David Walker
County Hall
Atlantic Wharf
Cardiff
CF10 4UW

Annwyl/Dear Councillor Walker

PRAP - 11th July - Digital Strategy

Thank you for the opportunity to present to Committee and your letter dated the 23rd of July. I welcome the opportunity following the Digital Strategy being agreed at Cabinet to work cooperatively with this Committee on its implementation and hope to see it feature prominently in your work programme going forward.

In response to the some of the specific points raised at Committee and subsequently in your letter, I hope that I have covered in the items below.

Resourcing and Savings

I note and agree with the Committee's feedback on the potential impact on staff. The exact detail of the impact on staff will be on a case-by-case basis and I would be happy to bring information on this subject to a future Committee as our proposals develop.

There may also be savings relating to digitisation that emerge as part of the budget proposals being developed during this and future financial years, which of course this Committee will have the opportunity to scrutinise.

Cardiff App

I appreciate the Committees concerns about the limited functions of the Cardiff App. Significant work has taken place identifying suitable services which will

ATEBWCH I / PLEASE REPLY TO :

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall
Glanfa'r Iwerydd / Atlantic Wharf , Caerdydd/Cardiff, CF10 4UW
Ffon / Tel: (029) 2087 2598

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.

realise a shift in customer behaviour. The Cardiff Gov App roadmap for future services is based on the following factors;

- Service Demand
- User Feedback
- Service Area Readiness

I also welcome the opportunity to return to Committee with a further update on the progress of the App over the coming months.

Councillor Support

I note and agree the importance of Councillors' understanding of the App and would like to re-assure all members that the technical glitches raised will be looked into.

Linked to the number of services available on the App, we have to hit the right balance between ensuring that enough services are available for the App to be worthwhile to download, against ensuring the services on there are reliable. We also need to ensure that we have the appropriate resource to work through any technical issues in a timely manner so that the user experience is high enough for people to continue to use it.

I would like to confirm that Cllr Ashley Lister has been included in the 'smart councillor' test group and will be a welcome member of the team. I would also like to clarify that the Cardiff App is compatible with all IOS and Android devices, taking this guidance from website hits from the mobile devices used.

Serving all Citizens

Thank you for your response in regards to concerns to the elderly and their inclusion of the digital strategy. I would like to reassure all members that whilst the strategy is being implemented, all other access channels would remain open so that people can access services in a way that is most convenient for them. I would welcome the opportunity to return to Committee to present the service map once drafted.

Thank you once again for your letter and the time that the Committee took to review these items.

Yn gywir
Yours sincerely



Councillor Chris Weaver
Aelod Cabinet Dros
Councillor for Cabinet Member Finance, Modernisation & Performance