

# Public Document Pack



Monitoring Officer  
**Christopher Potter**

County Hall, Newport, Isle of Wight PO30 1UD  
Telephone (01983) 821000

## Agenda

Name of Meeting	<b>CORPORATE SCRUTINY COMMITTEE</b>
Date	<b>WEDNESDAY 15 DECEMBER 2021</b>
Time	<b>5.00 PM</b>
Venue	<b>COUNCIL CHAMBER, COUNTY HALL, ISLE OF WIGHT</b>
Committee Members	Cllrs S Hastings (Chairman), C Quirk (Vice-Chairman), R Downer, M Lilley, K Lucioni, J Medland, R Quigley, J Robertson and P Spink
Co-opted Members	C Palin (IWALC)
	Democratic Services Officer: Megan Tuckwell <a href="mailto:democratic.services@iow.gov.uk">democratic.services@iow.gov.uk</a>

---

1. **Minutes** (Pages 5 - 10)

To confirm as a true record the Minutes of the meeting held on 9 November 2021.

2. **Declarations of Interest**

To invite Members to declare any interest they might have in the matters on the agenda.

3. **Public Question Time - 15 Minutes Maximum**

Members of the public are invited to make representations to the Committee regarding its workplan, either in writing at any time or at a meeting under this item. Questions may be asked without notice but to guarantee a full reply at the meeting, a question must be put including the name and address of the questioner by delivery in writing or by electronic mail to Democratic Services at [democratic.services@iow.gov.uk](mailto:democratic.services@iow.gov.uk), no later than two clear working days before the start of the meeting. Corporate Scrutiny is held on a Wednesday, therefore the deadline for written questions will be Friday, 10 December 2021.



Details of this and other Council committee meetings can be viewed on the Isle of Wight Council's [website](#). This information may be available in alternative formats on request. Please note the meeting will be audio recorded and the recording will be placed on the website (except any part of the meeting from which the press and public are excluded). Young people are welcome to attend Council meetings however parents/carers should be aware that the public gallery is not a supervised area.

4. **Progress Update** (Pages 11 - 14)

The chairman to give an update on the progress on the outcomes and recommendations arising from previous meetings.

5. **Draft Island Planning Strategy Task and Finish Group** (Pages 15 - 26)

To consider the report and recommendations of the Task and Finish Group.

6. **Digital Strategy - Council Website** (Pages 27 - 58)

The Audit Committee at its meeting on 27 September 2021 requested that this Committee look at the Council's website component of the Digital Strategy. In addition, this links in with the strategic priority within the Corporate Plan to create a new accessible council website. Phase 1 of this project will include services for planning, fostering, registrars; coastal management; parking; adult community learning and adult social care to be operable by 31 March 2022.

7. **Items due to be considered by the Cabinet:**

To review items due to be considered by the Cabinet at its meeting on 16 December 2021, and where appropriate, make comments that the committee believe should be taken into account. These, as currently shown on the latest forward plan at the time of publication of this agenda, are:

- (a) Closure of Carisbrooke College 6th Form - Final Decision
- (b) Lowering the age range of Hunnyhill Primary School : Consultation outcome
- (c) Dark Skies Initiative
- (d) Green Garden Waste Subscription Service Fees and Charges review
- (e) Local Council Tax Support Scheme
- (f) Discretionary Housing Payment Policy
- (g) Disposal of Ryde Harbour and Adjoining land to Ryde Town Council
- (h) Isle of Wight Skills Plan
- (i) Strategy for the provision of Support within Safe Accommodation 2021-2024
- (j) Review of the Public Health Partnership Function between Isle of Wight Council and Hampshire County Council.
- (k) Development of Relocatable Homes
- (l) The Isle of Wight Council (Horsebridge Hill, Newport) (Traffic Regulation) Order No 1 2021
- (m) The Isle of Wight Council (Various Streets, Cowes) (Traffic Regulation) Order No 1 2021
- (n) The Isle of Wight Council (Various Streets, East Cowes) (Traffic Regulation) order No 1 2021

8. **Forward Plan** (Pages 59 - 76)

To identify any item contained within the published forward plan that would benefit from early consideration within the workplan for either this committee or one of the policy and scrutiny committees.

9. **Workplan** (Pages 77 - 80)

To identify any amendments required to the committee's future workplan to take into account the strategic priorities set out in the Corporate Plan 2021-2025.

10. **Members' Question Time**

A question may be asked at the meeting without prior notice but in these circumstances there is no guarantee that a full reply will be given at the meeting. To guarantee a reply to a question, a question must be submitted in writing or by electronic mail to [democratic.services@iow.gov.uk](mailto:democratic.services@iow.gov.uk) no later than 5pm on Monday, 13 December 2021.

CHRISTOPHER POTTER  
Monitoring Officer  
Tuesday, 7 December 2021

## Interests

If there is a matter on this agenda which may relate to an interest you or your partner or spouse has or one you have disclosed in your register of interests, you must declare your interest before the matter is discussed or when your interest becomes apparent. If the matter relates to an interest in your register of pecuniary interests then you must take no part in its consideration and you must leave the room for that item. Should you wish to participate as a member of the public to express your views where public speaking is allowed under the Council's normal procedures, then you will need to seek a dispensation to do so. Dispensations are considered by the Monitoring Officer following the submission of a written request. Dispensations may take up to 2 weeks to be granted.

Members are reminded that it is a requirement of the Code of Conduct that they should also keep their written Register of Interests up to date. Any changes to the interests recorded on that form should be made as soon as reasonably practicable, and within 28 days of the change. A change would be necessary if, for example, your employment changes, you move house or acquire any new property or land.

If you require more guidance on the Code of Conduct or are unsure whether you need to record an interest on the written register you should take advice from the Monitoring Officer – Christopher Potter on (01983) 821000, email [christopher.potter@iow.gov.uk](mailto:christopher.potter@iow.gov.uk), or Deputy Monitoring Officer - Justin Thorne on (01983) 821000, email [justin.thorne@iow.gov.uk](mailto:justin.thorne@iow.gov.uk).

---

## **Notice of recording**

Please note that all meetings that are open to the public and press may be filmed or recorded and/or commented on online by the council or any member of the public or press. However, this activity must not disrupt the meeting, and if it does you will be asked to stop and possibly to leave the meeting. This meeting may also be filmed for live and subsequent broadcast (except any part of the meeting from which the press and public are excluded).

If you wish to record, film or photograph the council meeting or if you believe that being filmed or recorded would pose a risk to the safety of you or others then please speak with the democratic services officer prior to that start of the meeting. Their contact details are on the agenda papers.

If the press and public are excluded for part of a meeting because confidential or exempt information is likely to be disclosed, there is no right to record that part of the meeting. All recording and filming equipment must be removed from the meeting room when the public and press are excluded.

If you require further information please see the council guide to reporting on council meetings which can be found at <http://www.iwight.com/documentlibrary/view/recording-of-proceedings-guidance-note>

All information that is recorded by the council is held in accordance with the Data Protection Act 2018. For further information please contact Democratic Services at [democratic.services@iow.gov.uk](mailto:democratic.services@iow.gov.uk)



## Minutes

Name of meeting	<b>CORPORATE SCRUTINY COMMITTEE</b>
Date and Time	<b>TUESDAY 9 NOVEMBER 2021 COMMENCING AT 5.00 PM</b>
Venue	<b>COUNCIL CHAMBER, COUNTY HALL, ISLE OF WIGHT</b>
Present	Cllrs C Quirk (Vice-Chair, in the Chair), M Beston, R Downer, M Lilley, K Lucioni, J Medland, R Quigley, J Robertson and P Spink
Co-opted	C Palin (IWALC)
Cabinet Members	Cllrs D Andre, J Bacon, C Jarman, J Jones-Evans, P Jordan, K Love, L Peacey-Wilcox and I Stephens
Also Present	Cllr I Ward  Christopher Ashman, Steve Crocker, Laura Gaudion, Amanda Gregory, Kathy Marriott, John Metcalfe, Alex Minns, Christopher Potter, Colin Rowland, Steve Swift, Paul Thistlewood, Megan Tuckwell, and Andrew Wheeler
Apologies	Cllr S Hastings

### 34 Minutes

RESOLVED:

THAT the minutes of the meeting held on 12 October 2021 be confirmed.

### 35 Declarations of Interest

No declarations were received at this stage.

### 36 Public Question Time - 15 Minutes Maximum

Sue Izzard of the Shanklin Hotel and Accommodation Association asked a verbal question in relation to the report to the Cabinet reviewing the options to identify investment proposals for the regeneration of Culver Parade tourism opportunity area. The chairman indicated that this would be discussed later in the meeting and the Cabinet Members indicated that they would provide a written response.

### 37 Progress Update

The chairman presented the report which provided an overview of the progress against outcomes and recommendations from previous meetings. Attention was drawn to the update regarding the Draft Island Planning Strategy Task and Finish

Group which was due to present its final report to the Committee at its meeting in December 2021. No comments or questions were raised at this stage.

RESOLVED:

THAT the progress report be noted.

### **38 Isle of Wight Community Safety Partnership Annual Report 2020-21**

The Chairman of the Isle of Wight Community Safety Partnership (CSP) presented the statutory annual strategic assessment which provided statistical analysis and information on crime for 2020-21.

Cllr Michael Lilley declared an interest as a trustee of the Isle of Wight Youth Trust.

Discussion took place regarding the steps taken to prevent reoffending. It was confirmed that details of the strategic plan aimed at reducing reoffending would be circulated to the Committee by the Community Safety Operations Manager. Questions were raised regarding the funding arrangements for the perpetrators programme in respect of domestic abuse cases delivered by the Hampton Trust. It was confirmed that details on this would be provided to the Committee following a review being undertaken by the Director of Adult Social Care.

Questions were raised regarding the data on drug offences, and it was suggested that the Partnership consider the inclusion of drug and alcohol-related crime as a priority, as this had been identified in a community survey as being within the top three priorities for the public. Discussion took place regarding the work of the Partnership to engage with town and parish councils. In addition to engagement with the IW Association of Local Councils, it was suggested that the Partnership should ensure that all town and parish councils are provided with relevant information.

Concerns were raised regarding road safety and it was advised that the Road Safety Forum led by the Strategic Lead for Highways would be reinvigorated. In respect of the Island figures on childhood vulnerability being above the national average, it was suggested that the Policy and Scrutiny Committee for Children's Services, Education and Skills be made aware of the local and national data.

RESOLVED:

THAT the Strategic Assessment 2020/21 be noted, and the committee confirms it is satisfied that the partnership is fulfilling its statutory duty.

### **39 Corporate Plan - Community Protection**

The Deputy Leader and Cabinet Member for Community Protection, Digital Transformation, Housing Provision and Housing Needs presented the extract from the revised Corporate Plan relating to community protection and provided a verbal overview of the activities within this portfolio area.

RESOLVED:

THAT the community safety elements within the Corporate Plan were noted.

## **40 Items due to be considered by the Cabinet:**

### **40a Quarterly Performance Monitoring Report - Q2**

The committee considered the report which provided a summary of progress against Corporate Plan activities for the period July to September 2021.

Questions were raised regarding the capital programme for the Floating Bridge and it was confirmed that the figure included the funding from the Solent Local Enterprise Partnership. Questions were raised regarding the Nicholson Road, Ryde project, as referred to in the capital programme forecast. It was advised that a written response on the latest position would be provided by the Director for Regeneration. Discussion took place regarding the capital budget for housing and the apparent savings in disabled facilities. It was confirmed that the delivery of works funded by the disabled facilities grant had been slowed due to Covid and would roll into the next financial year.

Questions were raised regarding the roll-out of the Council's website component of the Digital Strategy. It was confirmed that a number of capital projects connected with ICT had been paused to enable a review to be undertaken of the Council's future ICT requirements.

RESOLVED:

THAT the report be noted.

### **40b Holiday Activity and Food Programme – Christmas Grants**

Consideration was given to the report which sought the Cabinet's approval for grant awards to organisations offering holiday activity and food schemes to benefit eligible Free School Meal (FSM) children during the Winter 2021 school holidays, funded by the Department for Education's holiday activity and food programme. No comments or questions were raised at this stage.

RESOLVED:

THAT the proposals be supported.

### **40c Pop-up enterprises on Council land**

Consideration was given to the report which sought the Cabinet's approval to market a number of Council sites for pop-up businesses for 2022, as a pilot scheme to inform a more comprehensive business case for the wider Council portfolio in 2023. The report and proposals were supported, and discussion took place regarding the wording of the recommendation to reflect engagement and consultation with the relevant town and parish councils.

RESOLVED:

THAT the proposals be supported, and the Cabinet be requested to amend the recommendation to state that the sites to be offered should be in consultation with the relevant town and parish councils.

#### **40d Review of options to identify investment proposals for regeneration of Culver Parade tourism opportunity area**

Consideration was given to the report which sought the Cabinet's approval to seek to secure an effective and sustainable long-term solution to the future of the dinosaur museum (including the collection and Museum Accreditation) either at the current or any alternative site. Cllr Ian Ward was invited to speak on behalf of Sandown Town Council and raised concerns regarding the report and the progress on regeneration activities in Sandown. The Cabinet Member for Regeneration, Business Development and Tourism, and the Cabinet Member for Environment, Heritage and Waste Management, offered to meet with Cllr Ward to clarify the issues raised. The Leader reassured that any proposed items could be discussed with the relevant Cabinet Members at any time and in advance of any report to Cabinet.

RESOLVED:

THAT the proposals be supported, and the matter be referred to the Policy and Scrutiny Committee for Neighbourhoods and Regeneration to assist in the development of proposals.

#### **40e The Isle of Wight Council (Horsebridge Hill, Newport) (Traffic Regulation) Order No 1 2021**

This item was not discussed as it was now due for consideration by the Cabinet in December 2021.

#### **40f The Isle of Wight Council (Various Streets, Cowes) (Traffic Regulation) Order No 1 2021**

This item was not discussed as it was now due for consideration by the Cabinet in December 2021.

#### **40g The Isle of Wight Council (Various Streets, East Cowes) (Traffic Regulation) order No 1 2021**

This item was not discussed as it was now due for consideration by the Cabinet in December 2021.

### **41 Forward Plan**

The committee were invited to identify any item contained within the published forward plan that would benefit from early consideration within the committee's own workplan or one of the policy and scrutiny committees. The committee were reminded that that they could discuss any proposed item with the relevant Cabinet Member in advance of any submission of a report to Cabinet. No comments or questions were raised at this stage.

RESOLVED:

THAT the forward plan be noted.



## **42 Workplan**

Consideration was given to the workplan for 2021-22. The Committee were reminded that an additional meeting was scheduled for 15 December 2021 to consider the delivery of the Commercial Property Acquisition Strategy, the website component of the Council's Digital Strategy, and the report of the Island Plan Task and Finish Group.

RESOLVED:

THAT the workplan be noted.

## **43 Members' Question Time**

No written questions were received.

CHAIRMAN

This page is intentionally left blank

## CORPORATE SCRUTINY COMMITTEE – ACTIONS AND OUTCOMES 2021/22

OUTSTANDING ACTIONS				
Date	Action	Responsibility	Update	Completed
13 Sep 2021	<u>Workplan 2021-22</u> Social Value in the Council's Procurement and Commercialisation Processes to be allocated a date on the workplan. Cllr Quigley would be the lead councillor for this item.	Cllr Quigley/ Scrutiny Officer	The Corporate Plan includes a refresh of the procurement strategy which will incorporate enhancing social value, to be done by March 2022. Discussions will be required between the lead councillor and the Cabinet member about the approach to this item.	
12 Oct 2021	<u>Commercialisation Strategy</u> The draft of refresh of the strategy would be submitted to the Committee for comment at the appropriate time by the Cabinet Member for Strategic Finance, Corporate Resources and Transformational Change and Assistant Chief Executive	Cabinet Member / Assistant Chief Executive	Awaiting information on the timeframe.	
12 Oct 2021	<u>Floating Bridge 6 Next Steps</u> The Committee wishes to consider the Gateway 5 Review and associated report once this has been completed.	Cabinet Member for Transport and Infrastructure	Expected by January 2022.	
9 Nov 2021	<u>Public Question Time</u>  Sue Izzard of the Shanklin Hotel and Accommodation Association asked a question in relation to the Cabinet report relating to the regeneration of Culver Parade. The Cabinet Members indicated that they would provide a written response.	Cabinet Members for Environment, Heritage & Waste / Regeneration, Business Development & Tourism		
	<u>Isle of Wight Community Safety Partnership Annual Report 2020-2021</u>  Details of the strategic plan aimed at reducing reoffending be circulated to the Committee by the Community Safety Operations Manager.	Community Safety Operations Manager		

## CORPORATE SCRUTINY COMMITTEE – ACTIONS AND OUTCOMES 2021/22

	<p>Funding arrangements for the delivery of perpetrators programme delivered by the Hampton Trust in respect of domestic abuse cases be provided to the Committee when the current review has been undertaken by the Director of Adult Social Care.</p> <p>The Policy and Scrutiny Committee for Children's Services, Education and Skills should be made aware of the local and national data on childhood vulnerability due to the Island figures being above the national figures per 1,000.</p>	<p>Director of Adult Social Care</p> <p>Scrutiny Officer/ Committee</p>		
	<p><u>Items due to be considered by the Cabinet on 11 November 2021: Quarterly Performance Monitoring Report – Quarter 2</u></p> <p>A written response would be provided by the Director for Regeneration on the latest position on the Nicholson Road, Ryde project.</p>	<p>Director for Regeneration</p>		
	<p><u>Items due to be considered by the Cabinet on 11 November 2021: Review of Options to Identify Investment Proposals for Regeneration of Culver Parade Tourism Opportunity Area</u></p> <p>Concerns were raised by Cllr Ward about the report and the relevant Cabinet Members offered to meet with him to clarify the issues involved.</p> <p>The Policy and Scrutiny Committee for Neighbourhoods and Regeneration be requested to include the issue within its workplan to assist in the development of proposals.</p>	<p>Cabinet Members for Environment, Heritage &amp; Waste / Regeneration, Business Development &amp; Tourism</p> <p>Scrutiny Officer/ Committee</p>		

## CORPORATE SCRUTINY COMMITTEE – ACTIONS AND OUTCOMES 2021/22

COMPLETED ACTIONS				
Date	Action	Responsibility	Update	Completed
8 June 2021	<u>Workplan</u> An informal meeting of the Committee would be arranged to discuss the approach and processes for identifying items for inclusion in the future workplan.	Scrutiny Officer	Meeting held 30 June 2021.	30 Jun 2021
8 June 2021	<u>Members Question Time</u> Cllr Brodie asked a question in relation to the rise in legal cases being dealt with by the Council. Cllr Lilley asked as a supplementary on the number of outside solicitors engaged on dealing with legal cases on behalf of the Council and for this to be included in the Chief Executive's response.	Chief Executive	The response of the Strategic Manager of Legal Services was circulated. Update provided at meeting held on 13 July 2021.	13 July 2021
8 June 2021	<u>Items to be considered by the Cabinet on 16 June 2021: Consideration of and decision on the report of the LGSCO</u> The Policy and Scrutiny Committee for Children's Services, Education and Skills be requested to include an item in its future workplan to look at lessons learnt from this case.	Scrutiny Officer	Item discussed by the Policy and Scrutiny Committee for Children's Services, Education and Skills on 2 September 2021	2 Sept 2021
7 Sept 2021	<u>Roles and Responsibilities of Southern Water in Dealing with Flooding</u> The Council, through its cabinet members and officers, continue to work closely with Southern Water particularly in relation to the development of major plans and strategies.	Committee/ Scrutiny Officer	The Committee, together with the Policy and Scrutiny Committee for Neighbourhoods and Regeneration will include relevant items in their workplans when required.	Ongoing
13 Sept 2021	<u>Members Question Time</u> Councillor Quigley asked a question in relation to looking at new streams of income generation. The Chairman indicated that this could be included within the item on the commercialisation strategy due to be considered at the 12 October 2021 meeting.	Committee/ Scrutiny Officer	The Commercialisation strategy was considered by the committee at its meeting held on 12 October 2021.	12 Oct 2021

## CORPORATE SCRUTINY COMMITTEE – ACTIONS AND OUTCOMES 2021/22

12 Oct 2021	<u>Workplan 2021-22</u> The delivery of the Commercial Property Acquisition Strategy, and the website component of the Council's Digital Strategy, be considered at the meeting to be held on 15 December 2021	Committee/ Scrutiny Officer	Items are on workplan for consideration at the meeting on 15 December 2021.	Oct 2021
	Concerns about works being undertaken by Wightfibre and its effect on the highway network would be referred to the Policy and Scrutiny Committee for inclusion in its workplan.	Scrutiny Officer	Item referred to the Policy and Scrutiny Committee for Neighbourhoods and Regeneration.	Oct 2021
12 Oct 2021	<u>Corporate Plan</u> The aspirations and key activities within the plan be used as the basis of the workplans of this Committee and that of the three Policy and Scrutiny Committees.	Committee/ Scrutiny Officer	Each scrutiny committee has been provided with the relevant sections of the Corporate Plan coming within their remits showing the priorities, key activities and timeframes. This will be used to help develop the workplans.	Oct 2021
13 July 2021	<u>Draft Island Planning Strategy Consultation</u> A task and finish group be established to include councillors from the Policy and Scrutiny Committee for Neighbourhoods and Regeneration, to formulate a submission as part of the consultation process and this be reported to the Corporate Scrutiny Committee at its meeting on 7 September 2021 for approval.	Cllr Peter Spink- Lead Councillor/ Scrutiny Officer	The last meeting of the Task and Finish Group was held on 29 October 2021 and a report is now being finalised for submission to the Committee at its December 2021 meeting.	15 Dec 2021
13 Sept 2021	<u>Workplan 2021-22</u> Review of the Investment Strategy 2021/22 to be allocated a lead member and a date to be identified on the workplan.	Committee/ Scrutiny Officer	This matter will be considered at the Committee meeting on 15 December 2021 alongside the reference from the Audit Committee held on 27 September 2021.	15 Dec 2021



## Committee report

Committee	<b>CORPORATE SCRUTINY COMMITTEE</b>
Date	<b>15 DECEMBER 2021</b>
Title	<b>REPORT OF THE DRAFT ISLAND PLANNING STRATEGY TASK AND FINISH GROUP</b>
Report of	<b>CLLR PETER SPINK, LEAD MEMBER</b>

---

### SCOPE OF THE TASK AND FINISH GROUP ("THE COMMITTEE")

1. To provide an assurance that the content of the draft Island Planning Strategy is based upon current evidenced data and takes into account views made during the previous consultation exercise.
2. The assumptions made in terms of delivery within the draft strategy are realistic in meeting the evidenced needs of the island's community.
3. There are satisfactory arrangements in place for the consideration of any comments made during the consultation period and that reasons will be provided for the inclusion or exclusion of these.

### SUMMARY OF FINDINGS/ RECOMMENDATIONS

4. The reasons supporting our findings and recommendations are set out in full in the main part of this report.
  - a) We find that a very extensive process was/is in place for recording the responses to the 2019 and 2021 Consultations. We also find that the responses were considered and reasons provided for the inclusion/exclusion of these in the Draft Island Planning Strategy (DIPS) and that measures are in place for this to be repeated.
  - b) We find that the summary of the DIPS prepared for the Consultation ending on the 1 October 2020 did not represent a clear and balanced precis of the contents of the DIPS and was not sufficiently informative. We are of the opinion, therefore, that the weight that can be attached to the responses is substantially reduced.
  - c) A case of exceptional circumstances, paragraph 61 NPPF, should not be ruled out as an alternative future course of the DIPS.

- d) Consultees opposition to the 2 Garden Villages have been taken into account and removed from the DIPS.
- e) The minimum number of houses to be built should be reduced to 300 or less, which is deliverable and aspirational within the meaning of the NPPF.
- f) Further research into imposing conditions that prevent new developments being rented/sold to second homers and inward retirees; 'local connection condition' should be imposed re the affordable element of all private developments and social housing and strictly enforced. The definition of 'local connection' should be specified in the glossary of the DIPS and should include key workers moving to the Island for employment.
- g) Affordable housing must be affordable by Islanders on or below the average Island income.
- h) Rural and First Home Exception Sites (H7) should be amended to ensure that they are small sites that reflect a 'local need'.
- i) H4 Infill Opportunities outside settlement boundaries should be amended to reflect a local need.
- j) The DIPS should contain greater reference to the Island's Designation as a UNESCO Biosphere, and in particular the relationship between the DIPS and the biosphere. The Council should apply for UK Biospheres to be added to the designated sites protected by the NPPF.
- k) The DIPS should place greater emphasis on ensuring that infrastructure (particularly the public sewage system) is in place before development commences/is occupied.
- l) Southern Water should be consulted on all major developments (i.e. 10 or more units) and a requirement to that effect should be included in the DIPS.
- m) Consideration should be given to reducing the reliance in Section 4 Environment on mitigation/compensation and higher priority given to avoidance.
- n) NPPF paragraph 180 a) should be added to EV2: Ecological Assets and Opportunities for Enhancement.
- o) Subparagraphs b) and c) of EV3 should be deleted.
- p) EV4: Water Quality Impact on Solent European Sites (Nitrates). The provision whereby new developments that connect to the Sandown Waste-Water Treatment Plant do not have to demonstrate Nitrate Neutrality should be given further consideration.
- q) EV11 AONB should be amended to include paragraph 177 NPPF.
- r) Consideration to be given to extending the area of the Dark Skies Park: EV11
- s) EV14 Managing Flood Risk in New Development should be amended to include para 161 b) NPPF.



## INTRODUCTION

5. This Task and Finish Group (“the Committee”) was appointed by the Corporate Scrutiny Committee to consider the Draft Island Planning Strategy (DIPS). We have convened on four occasions, each of which were between 1.5-2 hours duration. We have heard from Bob Seely MP, Diana Conyers, Chair of IWALC, Cllr Paul Fuller, Cabinet Member for Planning, Cllr Bacon, Cabinet Member for the Environment, Heritage and Waste Management, Ollie Boulter, Strategic Manager for Planning and Infrastructure Delivery, James Brewer, Planning Team Leader, and Chris Ashman, Director of Regeneration. We would like to thank them all for having taken time from their busy diaries, and for the insight that they have given us.
6. Given the relatively short number of hours sitting the extent of the subject matter, and the responses to the 2019 consultation, we have concentrated, in the main, on the housing and environment/loss of greenfield sections of the DIPS.
7. The first consultation closed on 25 February 2019. Participation was high with 3,800 people taking part, making a total of 9,355 comments. The comments made re housing and the environment are summarised below:
  - i) Object to the amount of housing proposed.
  - ii) The level of housing is undeliverable and unrealistic.
  - iii) The housing will be filled by second home-owners and retirees from the mainland. It will not benefit Islanders nor meet their needs.
  - iv) All the development will destroy the character of the island and threaten the tourism industry
  - v) The housing development will threaten towns and villages as separate entities. The Plan will spoil the character, tranquillity, heritage, rural nature of the island and its uniqueness.
  - vi) The island has overcrowded roads that will not be able to cope with this scale of development.
  - vii) There is insufficient infrastructure and services to support the existing population which will not cope with the proposed scale of development. Any infrastructure needed should be provided before or alongside the development.
  - viii) There will be an adverse impact on wildlife and ecology.
  - ix) Brownfield sites should be built on before greenfield sites. Housing should be for the islanders already here before providing more for retired people or second home-owners. Should limit second home ownership.
  - x) More provision should be made for the elderly to free up larger houses. The wrong type of housing is being built on the wrong type of land.
  - xi) Better use should be made of empty houses and buildings and any derelict buildings should be redeveloped.
  - xii) Building more housing just creates profit for developers.
  - xiii) The focus should be on providing affordable homes for island people.
  - xiv) Any new development should be small scale and not create large housing estates.
  - xv) Object to up to 2000 houses at Wellow (Garden Village).
  - xvi) The consultation draft IPS included a list of proposed allocated sites in Appendix 1. Of the 113 sites listed, 73 received objections. There was one site that received considerably more objections than any other, being Housing Allocation Number 40, *Land adjacent and including land at New Fairlee Farm, Newport*, with 136 comments of objection (the next highest number of objections was 62 for Housing Allocation Number 65, *Land east of Hillway Road and south of Steyne Road, Bembridge*).

8. In light of the public response the DIPS was withdrawn, and reconsidered. A redrafted DIPS was prepared and went for consultation ending on the 1 October 2021.
9. The extent to which it is possible to change the DIPS to meet the comments is governed in large measure by the National Planning Policy Framework. The Government algorithm/ standard methodology (SM) dictates that 668 dwellings per annum are to be built on the Island. The DIPS seeks to reduce this figure, on the basis that unique circumstances apply to the construction industry on the Island, with the effect that 486 dwellings per annum is a more appropriate number. To be clear, therefore, the DIPS does not challenge that the SM is the correct means of calculating the Island's housing need, but simply maintains that the figure of 686 cannot be met. This contention, together with the entirety of the DIPS, requires to be approved by a planning inspector before it is adopted; approval is by no means certain.
10. The SM can be challenged as being the correct means of calculating housing need by claiming exceptional circumstances pursuant to Paragraph 61 of the NPPF. We are of the opinion that a case of exceptional circumstances, should not be ruled out as an alternative future course of the DIPS. This matter is more fully set out in paragraph 11 below.
11. The Government has recently indicated a change of direction re planning strategy. Although the detail has yet to be clarified the proposed centralisation of planning is now unlikely to go ahead. Further, it is probable that there will be greater protection of greenfield, and mandatory housing 'targets' may well be scrapped. This Committee considers that this presents an opportunity to bring about change that will benefit the Island and more closely meet the comments raised in the consultation.
12. We ask please that a cross-party working group be appointed as a matter of urgency to research the contents of a letter to be written by the Leader of the Council to the Government. We suggest, the starting point for discussion by the group should be as follows:
  - a) Mandatory minimum 'targets' determined by Government S.M. should be scrapped and replaced by an assessment of need carried out by the Council with the assistance of Parish, Town Councils, and IWALC.
  - b) More funding to be made available by Government and by way of loans, to enable local authorities to build council housing secured in perpetuity for the community. This would, in time, mean that the provision of housing for those on the housing register would no longer be reliant on developer led schemes, which history has shown does not provide affordable housing that Island residents, most in need, can afford. It would also mean that we would be building fewer homes (i.e. because market value housing would not be the vehicle for providing all affordable housing) thereby protecting the environment, our beautiful scenery, and our tourist economy.
  - c) Consideration should be given to affordable housing being redefined with reference to the average wage on the Island as opposed to a % of market value.
  - d) Biosphere designation should be protected land within the Provisions of the NPPF(paragraph 176 onwards).

- e) Local Planning Authorities should be given the power to apply a 'local condition' to prevent new market value housing being purchased/rented by second-homers, mainland retirees/and holiday let-landlords.
- f) Local Authorities should be given greater power to ensure that planning permissions are 'built out'.

13. For the purposes of this report, however, we, (as were those writing the DIPS) are bound by current national planning policy.

## FINDINGS AND RECOMMENDATIONS IN GREATER DETAIL

14. **The summary of the DIPS prepared for the Consultation ending on the 1 October 2020 did not represent a clear and balanced precis of the contents of the DIPS.**

Many consultees will have relied on the summary, when deciding whether to take part in the consultation and their response thereto; it is essential, therefore, that the summary is a balanced and accurate precis of the content of the DIPS. The summary states *"How many new homes are now proposed" "As a result, the new draft IPS is planning for 7,290 net additional dwellings over the 15- year plan period of 2023-2038, or an average of 486 new homes each year...In total, 75 sites have been removed from the previous version of the draft IPS"*.

15. **The summary fails, however, to inform the reader that of the 75 sites removed from the DIPS, 51 are expected to return, or that the figure of 486 new homes per annum is a minimum figure.**

This, we suggest, is a significant omission, given that the number of houses to be built per annum was a central concern of the 2019 consultees. We are of the view that the summary prepared for the next consultation should remedy this omission. Further, as a minimum, the summary should contain the following:

- a) A list of areas together with their settlement status, their number of allocated sites and expected unallocated sites: with page references to the DIPS.
- b) A list of boundary extended settlements identifying green/brownfield sites; with DIPS page references.
- c) A reference to the possibility of pursuing exceptional circumstances and a brief explanation of why this has not been pursued (unless consultees are aware of EC, the absence of comments in respect thereof carry little weight).
- d) Sections 4-7 paint an overly 'rosy' picture; e.g. It should be explained whether, and how, the planning strategy will ensure that development will not be permitted/occupied before the infrastructure is ready, with particular reference to many sewers being at capacity.
- e) Section 7 Housing states: *"To help address the acute affordable housing issues the island faces the plan only allocates sites over 10 homes, all of which are required to make onsite contributions to affordable housing"*. We are of the view that this is potentially misleading; H5 of the DIPS, in fact provides that off-site affordable housing and/or financial contributions may take place in exceptional circumstances. A further overstatement of the position re Rural Exception Sites was made at the

Roadshow presentation to Shalfleet PC. The PC was left in no doubt that the sites would provide 100% affordable housing as recorded in the minutes: *Any rural sites will be subject to an exception and will have to be 100% affordable housing*". In addition, the PC was told that a development of circa 70 houses with a 35% affordable element could not come in as a Rural Exception Site. In fact, paragraphs 7.66 and 7.68 DIPS would allow for this. We suggest that comments of this nature lead to mistrust in the planning system.

- f) The extension of settlement boundaries should be/have been more fully explained and the areas listed. There was insufficient consultation with the public/councils affected. The principle of extending settlement boundaries on future occasions requires careful consideration particularly when it involves the loss of greenfield.
- g) The above points are illustrative rather than exhaustive. In principle the summary should be realistic; if not little weight can be given to comments made in the consultation and the consultation cannot be said to be 'open and transparent'

**16. A case of exceptional circumstances, paragraph 61 NPPF, should not be ruled out as an alternative future course of the DIPS.**

*"Population growth on the Island between 2005-2019 was driven by an expansion in the number of residents aged 65 and over, with those aged under 65 decreasing over the same period"* (paragraph 2.17 DIPS). This trend is expected to increase with *"more than 3 times as many arriving on the Island in 2016 than in 2012"*. However, the working age population on the Island is forecast to continue to decline by a further 4,800 during the same period to 2038: with those aged 0-15 expected to decline by 2,600 by 2038": (paragraph 2.18 DIPS). The effect of being unable to impose conditions of occupancy on market housing is a major contributor to demographic imbalance on the Island. Paragraph 61 NPPF allows for demographic imbalance to be addressed in *exceptional circumstances*: *"To determine the minimum number of homes needed, strategic policies should be informed by a local housing need assessment, conducted using the standard method in national planning guidance – unless exceptional circumstances justify an alternative approach which also reflects current and future demographic trends and market signals"*. The Corporate Scrutiny Committee was advised that EC could be introduced after the Consultation ending October 2021. This Committee has been advised, however, that if a case of EC were now to be pursued the consultation process would have to be repeated. This would result in a significant delay in the DIPS being adopted; during which the 'tilted balance' (paragraph 11 d NPPF) would continue to apply to the Island. The tilted balance applies to local authorities that do not have a current 5 year land supply and/or have failed to meet previously imposed housing targets; the Island is caught by both limbs. The effect of the tilted balance is to curtail the power of the Planning Committee. For example, the committee has reduced power to determine where, on the Island, housing should be built including applications on greenfield. The loss of greenfield was a significant concern raised in the first consultation. A motion has recently been passed by a meeting of Full Council that the Leader shall write to the Government requesting that the Island no longer be 'caught' in the tilted balance. Should this be acceded to, a claim of 'exceptional circumstances' could be pursued without the Island being subject to the tilted balance during the delay that would be caused. It may very well be the case that further research will show that 'exceptional circumstances' would better answer the matters raised in the consultation, including demographic imbalance.

**17. Consultees opposition to the 2 Garden Villages have been taken into account and removed from the DIPS.**

18. **The minimum number of houses to be built should be reduced to 300 or less, which is deliverable and aspirational within the meaning of the NPPF.**

A central concern raised in the 2018/19 consultation was that the level of housing proposed (i.e. then 650) was too high, undeliverable, and unrealistic. This Committee is concerned that the reduced number of 486 in the current DIPS is also likely to be undeliverable. In the period 2012 to 2020 (the period selected at paragraph 2.25 DIPS) the most dwellings built in any year was 417 in 2015/16. The least was 253 in 2019/20 and the average annual figure for the period was 325. Having granted planning permission local authorities have very little control over whether the dwellings are actually built. Despite having one of the highest rates of planning approvals in the South East, the Island has failed to meet Government imposed targets, which is one of the reasons that the 'tilted balance' (paragraph 11d NPPF) is currently engaged. The building industry in the UK is finding it difficult to source materials and the cost thereof is rising. This trend may very well continue given the effects of Brexit and the uncertainty caused by Covid 19. As far as this Committee is aware there is no evidence to support the figure of 486 other than it is the average number of dwellings built per annum for the preceding 15-year period. A more deliverable figure would be 300 or less per annum, which given the continuing effects of Brexit and Covid 19 can properly be said to be aspirational, within the meaning of the NPPF. A higher number increases the risk of undeliverability and of the tilted balance being/continuing to be, engaged. Further, given that 486 is a minimum figure, a figure of 300 or less would be more in keeping with the views expressed in the consultation.

19. **Further research into imposing conditions that prevent new developments being rented/sold to second homers and inward retirees; 'local connection condition' should be imposed re the affordable element of all private developments and social housing and strictly enforced.**

The definition of 'local connection' should be specified in the glossary of the DIPS and should include key workers moving to the Island for employment. A central theme running through the comments made in the 2019 consultation was that housing should be for, and affordable by, Islanders; new builds should not be for mainland retirees, or second homers. We have been advised by planning staff that conditions re market housing to ensure the above would be unlikely to meet with the approval of planning inspectors. The Committee raised the example of Cornwall which, we understood, had 'banned' new build for second-homers. Planning staff were uncertain of the legal basis on which this had been achieved; we ask please that further research into this be carried out when preparing the next stage of the DIPS.

20. **Affordable housing must be affordable by Islanders on or below the average Island income.**

H5: 'Delivering Affordable Housing', makes a valiant attempt at achieving this; however, we suggest the following amendments:

- a) We would prefer all affordable housing to be provided on-site. If, this is not to be the case, the current wording of 'exceptional circumstances' should be replaced with the definition in paragraph 63 NPPF: *"Where a need for affordable housing is identified, planning policies should specify the type of affordable housing required and expect it to be met on-site unless: a) off-site provision or an appropriate*

*financial contribution in lieu can be robustly justified; and b) the agreed approach contributes to the objective of creating mixed and balanced communities”.*

- b) Paragraph 7.46 states that to be affordable by Islanders, housing needs to be circa 60% of market value. All of the routes to affordable housing in the DIPS should, therefore, be not less than 60% of market value.
- c) Paragraph 7.48 states that the focus of affordable housing provision will be centred on those currently in need on the housing register. We would prefer all affordable housing (at least until those on the housing register have been provided for) to be for rent and, if appropriate, to be secured in perpetuity for the benefit of the community. The Committee would very much like to see affordable housing being entirely council owned social housing. We are aware that Cllr Stephens is working towards this goal and that it will inevitably take some time to achieve.

21. **Rural and First Home Exception Sites (H7) should be amended to ensure that they are small sites that reflect a ‘local need’.** The following should be contained within H7:

- a) The definition of what constitutes a rural site.
- b) Rural Exception Sites are small sites used for affordable housing in perpetuity where sites would not normally be used for housing; save in exceptional circumstances they shall not exceed 20 units in total (exceptional circumstances should be defined in the glossary). Rural exception sites seek to address the needs of the local community by accommodating households who are either current residents or have an existing family or employment connection. Ideally, they should be 100% affordable social housing provided by the Council or a registered provider.
- c) Planning permission will only be granted if all of the below can be met:
  - I) the site shall be well related to or adjoining the defined development boundary; or where the settlement is not subject to a development boundary, the site is well related to the extent of the contiguous built form;
  - II) the development shall be proportionate to the scale and nature of the existing settlement;
  - III) there is an identified local need for affordable housing sufficient to justify the extent and nature of the proposed development; and the housing need could not reasonably be satisfied without the exceptional release of land.
  - IV) arrangements are in place to ensure that the affordable housing, remains available to the local community in perpetuity;
  - V) where it can be robustly demonstrated that an element of market housing is required to enable delivery of significant additional affordable housing, it will be supported provided the element of market housing is the minimum amount required to enable the delivery of the proposed affordable housing.
  - VI) First Home Exception Sites, in rural areas, should only be permitted where there is ‘a local need’.

22. **H4 Infill Opportunities outside settlement Boundaries should be amended to reflect a local need.**

We are of the view that infill development should only be permitted where it satisfies a ‘local need for housing’. It should not be forgotten that gaps between houses often act as a ‘green lung’ for residents and for biodiversity

## THE ENVIRONMENT

23. **The DIPS should contain greater reference to the Island's Designation as a UNESCO Biosphere and in particular the relationship between the DIPS and the biosphere. The Council should apply for UK Biospheres to be added to the designated sites protected by the NPPF.**

The biosphere plays a significant role in protecting our environment and seeks to balance the relationship between community and nature. The Island's Areas of Outstanding Natural Beauty are the heartland of the biosphere, however, all of the Island and parts of the Solent are included in the designation. Development should, therefore, be consistent with our designation as a biosphere, and the Council's Climate Change Policy. Inappropriate development can result in the loss of biosphere status (as shown recently in Liverpool) which would harm eco-tourism throughout the Island. An informative report on the Island biosphere and its relationship has been commissioned by the Countryside Charity (CPRE) and will be made available in the course of a meeting to be held in the new year. The Committee is aware that Cllr Jonathan Bacon intends to make greater reference in the DIPS to the Island as a UNESCO Biosphere. We welcome Cllr Bacon's input and would be most interested to know whether in his opinion the DIPS is consistent with the Island's policy on climate change and provides sufficient protection of the Island's environment and scenic beauty. There is perhaps an argument that the Government's current planning strategy is inconsistent with its climate change and environmental strategy. Given that a modest 2 bedroom house emits 80 tonnes of CO<sub>2</sub> during its construction it could be said that the Island should be building the minimum number that Islanders require.

24. **The DIPS should place greater emphasis on ensuring that infrastructure (particularly the public sewage system) is in place before development commences/is occupied.**

Since the scope of this committee was determined there has been considerable public concern re the capacity of the Island's sewers to cope with the current demand, let alone the impact of new developments. We understand that Southern Water (SW) has a statutory duty to accede to a request from a developer to connect to the public sewer and that lack of capacity is not, therefore, a material ground for refusing planning permission. However, SW has advised that that if surface water were not to drain to the public sewer, new developments would have a minimal effect on capacity: we ask, therefore, that consideration be given to including a provision to this effect in the DIPS. We also ask that Grampian clauses are relied upon for new developments i.e. 'no development shall be commenced/occupied until it is confirmed that the necessary upgrades to the public sewer have been completed'. It is questionable, in the opinion of this committee, whether new developments that are not the subject of these conditions could be said to be sustainable within the meaning of the NPPF.

25. **Southern Water should be consulted on all major developments (i.e. 10 or more units) and a requirement to that effect should be included in the DIPS.**

We were surprised to learn that SW is not a statutory consultee in the planning process and ask that consideration be given to ensuring that they are consulted re all major developments (i.e. 10 or more units) and their statements published on the planning website.

26. **Recommendation: Consideration should be given to reducing the reliance in Section 4 Environment on mitigation/compensation and higher priority given to avoidance.**

The Committee is concerned that considerable reliance is placed throughout S4 of the DIPS on mitigation and compensation strategies. The Environmental Audit Committee has reported recently that these schemes, in many instances, are failing through lack of enforcement. The Committee is concerned, therefore, that it may be difficult to enforce such schemes on the Island to the detriment of the environment.

27. **NPPF paragraph 180 a) should be added to EV2: Ecological Assets and Opportunities for Enhancement.**

*“if significant harm to biodiversity resulting from a development cannot be avoided (through locating on an alternative site with less harmful impacts), adequately mitigated, or, as a last resort, compensated for, then planning permission will be refused”.*

28. **Subparagraphs b) and c) of EV3 should be deleted.**

We are concerned that developer led mitigation schemes are likely to be difficult to monitor, and in the event of breach, to enforce. Accordingly, we recommend that subparagraphs b) and c) of EV3 be deleted.

29. **EV4: Water Quality Impact on Solent European Sites (Nitrates) The provision whereby new developments that connect to the Sandown Waste Water Treatment Plant do not have to demonstrate Nitrate Neutrality should be given further consideration.**

Since the scope of this committee was determined there has been considerable publicity re the harm that is being caused by increasing discharges of sewage into the Solent. EV4 provides that if a new development connects to the Sandown Waste-Water Treatment Plant it does not have to demonstrate Nitrate neutrality (i.e. because it will not affect the Solent Sites). We are concerned, however, that new developments that connect to the public sewer and drain to Sandown may en route ‘storm discharge’ into the Solent. We have confirmation from Southern Water that this is the case in the recently allowed application re Birch Close. We have, therefore, written to Natural England requesting their opinion on the matter. We will report their response to the Corporate Scrutiny Committee (CSC). We are also concerned that increased nitrates/neutrality re greenfield development is calculated on the basis of agricultural use. However, it should not be assumed that all greenfield is in full agricultural use.

30. **EV11 AONB should be amended to include paragraph 177NPPF.**

We ask that the following extract from the NPPF be included in EV11: *“When considering applications for development within Areas of Outstanding Natural Beauty, permission should be refused for major development other than in exceptional circumstances, and where it can be demonstrated that the development is in the public interest. Consideration of such applications should include an assessment of: a) the need for the development, including in terms of any national considerations, and the impact of permitting it, or refusing it, upon the local economy; b) the cost of, and scope for, developing outside the designated area, or meeting the need for it in some other way; and c) any detrimental effect on the environment, the landscape and recreational opportunities, and the extent to which that could be moderated”.*



31. **Consideration to be given to extending the area of the Dark Skies Park: EV11.**

We commend the support in the DIPS for creating a Dark Skies Park in the South West of the Island which is consistent with the responses to the first consultation. We ask that consideration be given to extending the Park to include all AONB in the West Wight together with the areas that have an impact on the skies of the AONB. If for example the Park were to be extended to include what is often referred to as the 'Calbourne Corridor' there would be a vast area of dark skies extending the entire width of the Island. This would be of enormous benefit to the environment, biodiversity and tourism.

32. **EV14 Managing Flood Risk in New Development should be amended to include paragraph 161.b) NPPF.**

The following provision of paragraph 161.b) of the NPPF be inserted between 1&2 and the paragraph renumbered accordingly: "*safeguarding land from development that is required, or likely to be required, for current or future flood management*". This committee considers it extraordinary that we should be contemplating building in areas at such risk of flooding that it is necessary to provide "safe access and escape routes as part of the flood warning and evacuation plan" Paragraph 4.102 DIPS.

CONCLUSION

33. We have set out our findings and recommendations in some detail and little is to be gained by repetition. On the central point of 'housing numbers' we do not find that the reduction to a minimum of 486 dwellings per annum has sufficiently taken in to account the responses in the first consultation and are concerned that this figure is unlikely to be deliverable.
34. If the expected changes in national planning policy do not come to fruition it may be necessary to reconsider pursuing a case of exceptional circumstances in accordance with paragraph 61 NPPF.

CLLR PETER SPINK  
LEAD MEMBER - TASK AND FINISH GROUP  
DECEMBER 2021

This page is intentionally left blank



## Committee report

Committee	<b>CORPORATE SCRUTINY COMMITTEE</b>
Date	<b>15 DECEMBER 2021</b>
Title	<b>REPORT ON WEBSITE DEVELOPMENT PROGRESS</b>
Report of	<b>DIRECTOR OF CORPORATE SERVICES</b>

---

### EXECUTIVE SUMMARY

1. It was resolved at the Audit Committee meeting of 27 September 2021, that the Chairman liaise with the Chairman of the Corporate Scrutiny Committee to discuss the potential for the website component of the council's digital strategy to be considered for review. This stemmed from concerns raised by committee members following a limited assurance internal audit report.
2. This report provides Corporate Scrutiny committee members with an overview of those issues, actions that have been taken to address internal audit report recommendations and progress to date with the design and build of the council's new website in accordance with its agreed project scope and timeline for delivery.

### RECOMMENDATION

- |  |
|--|
| 3. Members of the Scrutiny Committee are requested to examine the content of the report, seek clarification and understanding of any points of particular concern and to note the progress being made. |
|--|

### BACKGROUND

4. The Isle of Wight Council's current website was first established in 2001. This was designed and built by the council's internal software development team in accordance with the e-government agenda in force at that time. It was built so that there is an integral content management system and customer relationship management system that serves it. The site has seen major updates on three occasions since then, the last being in 2014 to improve website functionality and to take account of best practice, including the introduction of many on-line transactions that enable 24/7/365 self-service access to some services and which has facilitated an overall reduction in the necessity to contact the council by telephone and secured an increase in the percentage of calls resolved at the first point of contact as can be seen from Tables 1 and 2 below.

Table 1: Calls to the Contact Centre

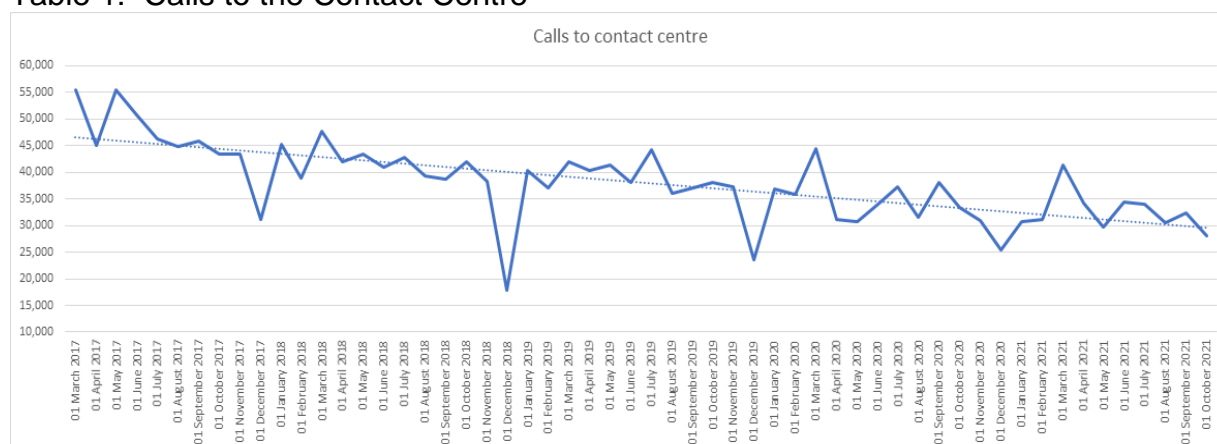
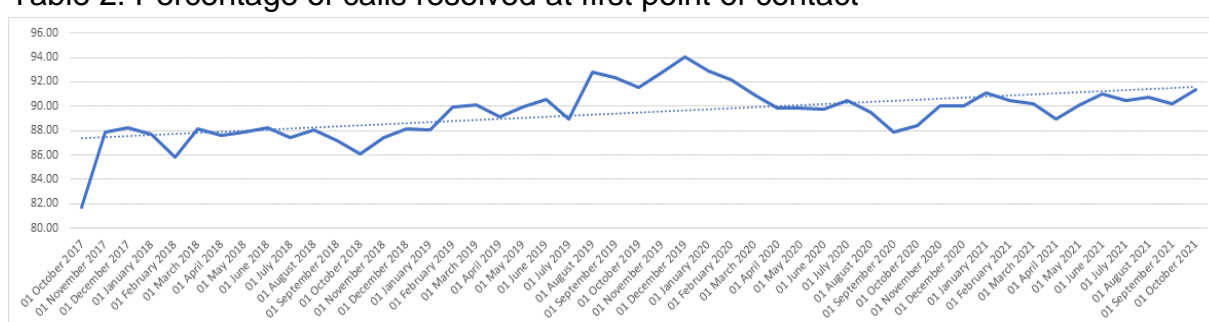


Table 2: Percentage of calls resolved at first point of contact



5. The arrival of the economic downturn from 2010 onwards and subsequent central government austerity measures to reduce spending in the public sector, ICT infrastructure and equipment investments were significantly scaled back, together with a wider reduction in the council's staffing complement as necessary measures to deliver the savings required to meet funding gaps. This limited the ability for continued development of the website. Over time, this meant that the ICT infrastructure was quickly becoming not fit for purpose and lacking the capability to adapt to a rapidly changing technology environment.
6. To address this position and in line with the delivery of the council's digital strategy (2017 – 2020), capital investment was secured for a substantial upgrade to our infrastructure and upon which current agile working methodologies can now operate. This investment, amongst other things, has resulted in a reduction of the number of administrative buildings (of particular note the release of Enterprise House and transfer of staff to the county hall complex) required and the associated overhead costs of running them. Together with these newly acquired efficiency gains, it brought forward new ways of working across the authority and at the onset of the pandemic, as staff were readily able to work from home where required, with minimum disruption to services.
7. The next step for improvement was the council's website and the associated "back office" business and transactional processes that are driven from it, (of which there are some 500 connections) together with the third-party software solutions commissioned and utilised by services. Appendix 1 provides a high-level overview of the complexity of those connections. The council in 2018, signed up to the central government local digital declaration giving a commitment to the design of digital services that meet the needs of citizens. This aspect chimes with the council's own values of putting users of our services at the heart of everything. This presented the

ideal opportunity to consider a transformational programme of work that not only improved website look, feel and functionality, but which could also deliver business process improvements and potential efficiency savings as a result. Appendix 2 provides an overview of some of the analytical information that informed development considerations.

8. To take apart this immensely complex set of interdependencies for consideration as to whether the next iteration of the website should be internally built or externally commissioned would have required a minimum of a twelve-month project with associated project resource funding identified and allocated to it. If an external commission had been determined as the preferred option, there would have also been the necessity to factor in a full procurement exercise given the likely value of a supplier contract. Even with an external commission there remains the requirement for an in-house project team to manage the implementation and integration of the end-product and to compile the new content required to populate it.
9. It was also known at the time, that accessibility legislation was on the horizon that would set out specific standards that would need to be implemented and met for public sector websites. This eventually resulted in the Public Sector Bodies (Websites and Mobile Applications (No2) Accessibility Regulations 2018 being launched on 23 September 2019 setting out the requirement for any public sector website launched on or after 23 September 2018 to be compliant with these standards; for existing websites to publish an accessibility statement on their current level of accessibility in line with legislative requirements and the plans in place to demonstrate compliance and a deadline of 23 September 2020 to meet full compliance.
10. The four factors set out above led to the council's corporate management team in March 2019 considering a proposal from the then Strategic Manager for ICT and Digital Services to commence an internal council wide transformation project that would see the design and build from the ground up of a new website interface combined with a review of six key service areas (planning, registrars, fostering and adoption, revenues and benefits, human resources and waste services) that would see a redesign of their website content and back office business processes. The aim being to launch a new BETA website by September 2020, designed around the needs of those who use our services. £230,000 of the council's established transformation fund was granted to undertake this initial phase of work through which there would be a full business case developed by its conclusion that would identify the whole life project requirements, costs and funding ask together with any efficiency savings that could be delivered.
11. The project team had been recruited by the Autumn of 2019 and the initial investigations and design work for the prototype upon which the website would be built had been established by December 2019. This early project activity had also seen the training (facilitated and paid for by the Government Digital Service) of the project team in the nationally recognised agile methodology considered to be best practice for digital transformational developments; the completion of a 12 week public perception and consultation exercise to assess the potential for new website homepage layouts and to understand more about how people want to use the website; the delivery of internal activities with staff in the design by identifying best of breed features through the testing out of national best practice websites; the development and presentation of "mock ups" to afford visual representation of webpage layout, hierarchy, structure and navigation for decision making purposes

and detailed analysis of google analytics to map out current website usage, how people navigate their required information and where on-line interactions fail to inform priority developments and improvements.

12. Project planning and delivery began in earnest in January 2020. Workshops with staff from the planning, registrars, fostering and adoption service areas commenced as the first tranche of website content and process review. The Strategic Manager for ICT and Digital Services and project lead at the time left the council's employment to take up a new role with another local authority. The service user engagement activities to test, trial and inform developments and planning for the remainder of the initial service area reviews were also being prepared when the Covid-19 pandemic hit the country in March 2020.
13. By necessity, the digital content team resource was redirected to the pandemic response to manage the essential public interface communications necessary throughout the response period. The ICT resources were also redirected to the immediate needs of staff who were required to work from home throughout the period of the lockdown and other priority delivery needs identified as necessary, such as the design and build of the waste and recycling centre booking system that would allow for a safe return to use. However, the technical framework building and pre-requisite developments for the website continued as far as was possible throughout this period of time and some content review where possible with initial service areas.
14. As a result of the prolonged period of the pandemic and continued engagement of the key areas planned for review in the pandemic response also, it became clear that the September 2020 deadline for the delivery of the BETA website would no longer be feasible. Progress was further hampered during October 2020 following a further worsening of the Covid-19 situation right through Christmas of that year and into the spring of 2021.
15. The internal audit service concluded a planned review of the council's digital strategy in accordance with their agreed workplan in March 2021. A particular focus of that review was given to the website re-development project. That resulted in a limited assurance rating being determined. Recognising the valuable role of internal audit, the recommendations of the audit were readily accepted and have been actively addressed since receipt of the report, together with other remedial action necessary to allow the project to get back on track.
16. Due to the increasing pressure of timescales for the council to meet its obligations of having a fully accessible website in accordance with legislation, it has been necessary to focus attention on the delivery of the required actions for content review and design to meet compliance. Whilst a high-level review continues to be undertaken on the more transformational elements of the project originally planned for business process improvements, these are being captured as a "backlog" list for future consideration and business case development as necessary. It was also necessary to redetermine the list of services for inclusion in the first phase of review due to the on-going resource demands in some service areas due the pandemic situation.
17. Audit committee received and reviewed the report of internal audit at its meeting of 26 July 2021. They expressed their serious concerns as to the outcome of this audit. At the committee's request, the chief internal auditor presented an interim progress report against the audit report agreed actions at their meeting of 27 September 2021.

This update highlighted from limited review that positive progress was being made, with key steps to get the initiative back on track taken; project management arrangements addressed with key gaps in documentation and governance also addressed. A full follow-up audit will be conducted later in the 2021/2022 audit year. Committee members also raised several wider concerns outside of the scope of the audit investigations, notably regarding the decision to select and build both website and the content management functionality

18. The rationale for determination of the in-house build option is set out in brief within this report. A further report had been compiled for the cabinet member with portfolio responsibility for digital transformation for the purposes of explanation of the decisions taken to also design and build a replacement content management system as an essential component of the website redevelopment.
19. That report highlighted that the delivery of a new website required the creation and configuration of a new content management system to provide the necessary platform upon which the legislative requirements for accessibility could be met. Following undocumented investigation undertaken at the time, this decision was reviewed to illustrate the factors that had been taken account of and to provide the evidence of the cost/benefits over the life of the entire project, had other options been chosen. To do this, an investigation was undertaken into the content management systems in use by other local authorities, costing models ascertained and reference customers in local government contacted for qualitative understanding of the solutions implemented.
20. The basis of this investigation focussed on a list of key requirements which included the need for:
  - the price of licences, support, maintenance, and hosting to be affordable for the council,
  - the content management system development aspect of the project to enable costs to be kept as low as possible whilst delivering the required outcomes.
  - The website to be capable of integration with a commissioned search engine tool
  - The system to be .NET to enable existing technology stack, council expertise and development work to be undertaken
  - a stable and secure by design, capable of meeting National Cyber Security Centre (NCSC) and other appropriate published standards.
  - An intuitive and easy to use system for content editors
  - parallel development capabilities
  - integration with other platforms, to avoid the need for re-key of captured information
  - compatibility with a range of publisher and editor role-based access models to be easy to manage
  - the support of a range of online payments and links to other integral council systems
  - the continued use of or replacement of the current council customer relationship management system
21. The investigations also took account of the need for a standard set of internal resources required for all options in the development of a modern fully featured website with appropriately designed and accessible services, end to end transactions and a personalised customer area. Those resources were defined as being project management, business analysis/process and development specification creation,

digital content management and internal software development resources to enable the integration into backend council systems to be achieved.

22. The report concluded that the resources allocated and committed to the project were appropriate and when compared to other similar size and complexity of unitary local authority, the costs were lower.
23. To provide the best possible cost comparison on a like for like basis, for the full length of time the local authorities contacted have taken to deliver their website projects, the cost models were calculated on a five-year build programme to cover a digital customer services project that delivers a new main website and content management system. For illustrative purposes the outcomes of this investigation identified:
  - (a) In-House - Total estimated cost £1,394,290
  - (b) Supplier 1 - Total estimated cost £1,703,320
  - (c) Supplier 2 - Total estimated cost £1,716,240
  - (d) Supplier 3 - Total estimated cost £2,312,485
24. The total funding allocation to the council's in-house design and build of a new website and content management system, launch of the BETA site by 31 March 2022, transfer of all existing site content to the new website and closedown of the existing by March 2023 is £765,000. This is based on a three-phase programme of work. Phase one £230,000 (the extended period between 1 October 2019 – 31 March 2021 as highlighted within this report); Phase two £202,00 (the period between 1 April 2021 – 31 March 2022) and Phase 3 a planned allocation of £333,00 (the period between 1 April 2022 – 31 March 2023). As set out above there will be elements of consideration for business-as-usual website maintenance and potential business process improvement/efficiency and savings beyond the design and build project, but which are yet to be determined but will be identified during phase three.
25. The project currently remains on track to deliver a BETA website in line with the approved project initiation document (shown at Appendix 3). The deadline for the delivery of the Alpha version of the content management system has also been met and is currently in testing with the digital content management team. Once testing has been completed, the commencement of content population can be secured for wider user engagement purposes and refinements to be undertaken in readiness for go live in April 2022. This will build upon the existing user engagement workshops that have been undertaken with a range of stakeholder groups to assist with the design, build and testing of the new website product.

## CONCLUSION

26. The project has without question had challenges to address. It lost its leadership stability upon the departure of the then Strategic Manager for ICT & Digital Services, shortly followed by an unplanned world-wide pandemic situation which necessitated a large scale, complex council wide response over a prolonged period and had not been able to establish the basis of good project management and governance arrangements during that period of time.
27. A significant amount of work by the project team has been undertaken to get the project back on track and to address the internal audit report recommendations so that it is on a better footing to deliver a new council website. The original intended plans and outcomes for the project have by necessity been scaled back to meet the statutory obligations set out by the accessibility legislation and its associated



standards for public sector websites and for the council to demonstrate compliance as soon as feasibly possible.

28. The next iteration of the council's digital strategy is scheduled for consideration by Cabinet in January 2022.

#### APPENDICES ATTACHED

29. Appendix 1: User Centred System Architecture  
30. Appendix 2: Iwight.com Analytics  
31. Appendix 3: Website Project Initiation Document – Phase 2

#### BACKGROUND PAPERS

32. [Isle of Wight Council Digital Transformation Strategy 2017 - 2020](#)  
33. [Local Digital Declaration](#)  
34. [Audit Committee - Monday, 26th July, 2021](#)  
35. [Audit Committee - Monday, 27th September, 2021](#)

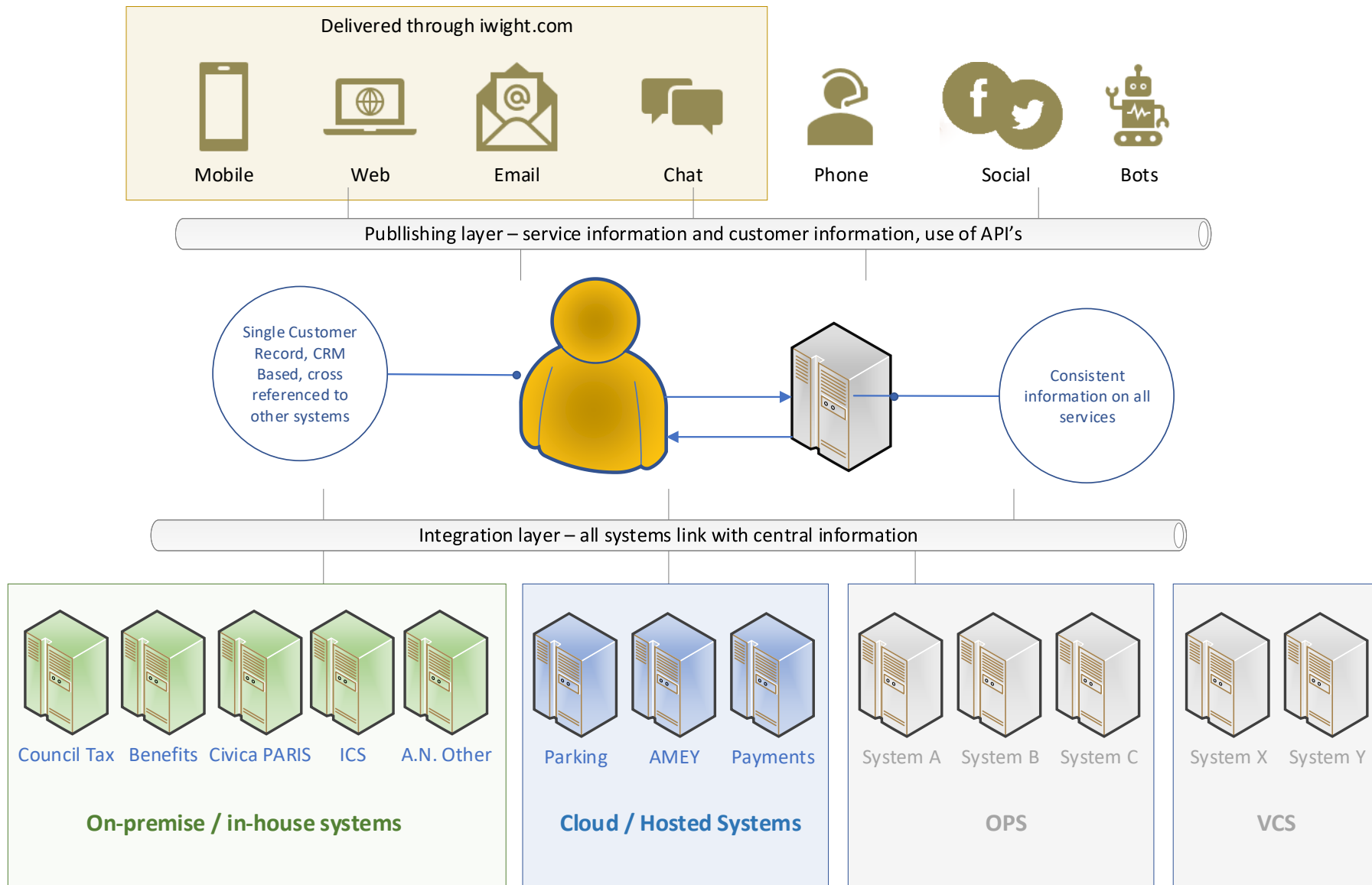
Contact Point: Claire Shand, Director of Corporate Services ☎ 821000 e-mail [claire.shand@iow.gov.uk](mailto:claire.shand@iow.gov.uk)

CLAIRE SHAND  
*Director of Corporate Services*

CLLR IAN STEPHENS  
*Deputy Leader and Cabinet Member for  
Community Protection, Digital Transformation,  
Housing Provision and Housing Needs.*

This page is intentionally left blank

## User centred system architecture

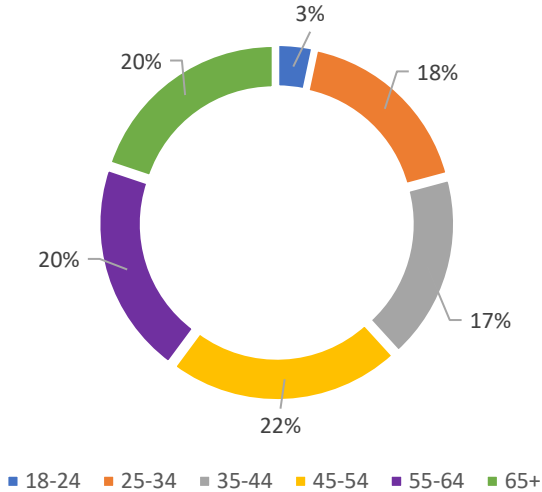


This page is intentionally left blank

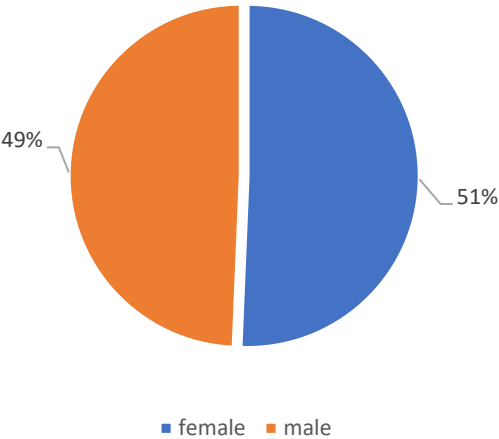
# Who uses our website?

Let's look at some of these segments a little further...

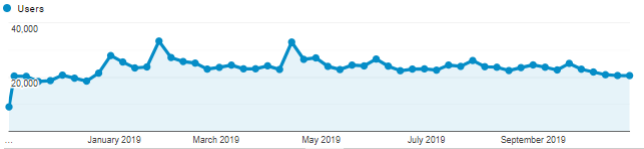
What age groups use our website the most?



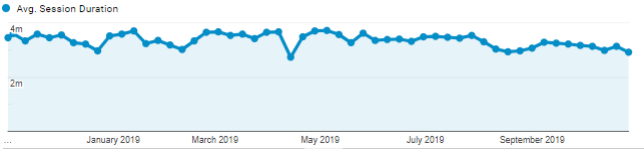
What's the difference between men and women?



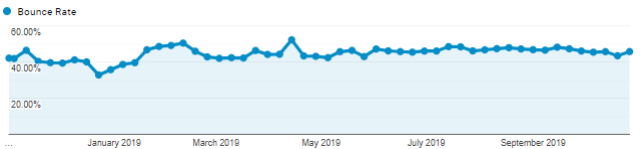
785,049 users



3 minute 21 second average session duration



44.83% user bounce rate



These are our eldest, youngest and most popular age segments.

Let's take a closer look at these three segments...

How much time do they spend searching and are there any problems within segments?

Do they access services and information differently?

What kind of content are they searching for?

There are different content priorities between age groups – as the difference between our youngest and oldest segments tell us.

45-54

2.	<a href="#">/jobvacancies/</a>
3.	<a href="#">/planning/</a>
4.	<a href="#">/planning/planAppSearchHistory.aspx</a>

65+

2.	<a href="#">/planning/</a>
3.	<a href="#">/planning/planAppSearchHistory.aspx</a>
4.	<a href="#">/wasteday/ameyWasteDay.aspx</a>

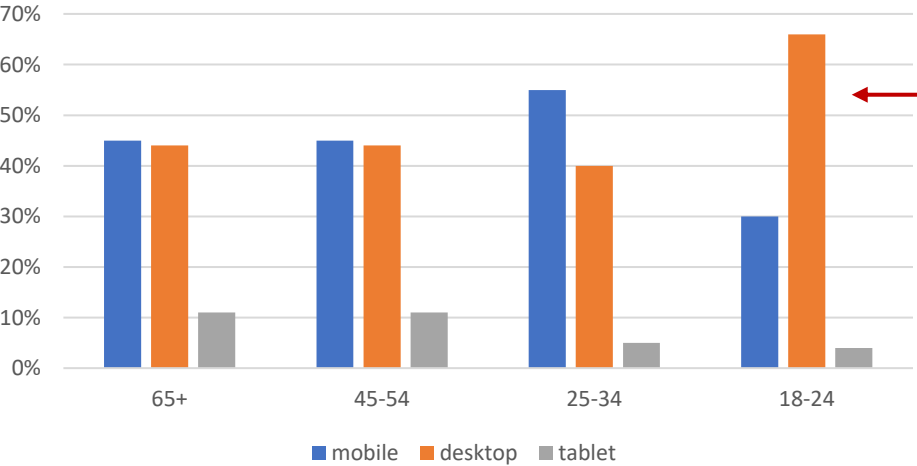
18-24

2.	<a href="#">/jobvacancies/</a>
3.	<a href="#">/counciltaxonline/</a>
4.	<a href="#">/Residents/Leisure-and-Sport/Leisure-Centres/Hei</a>

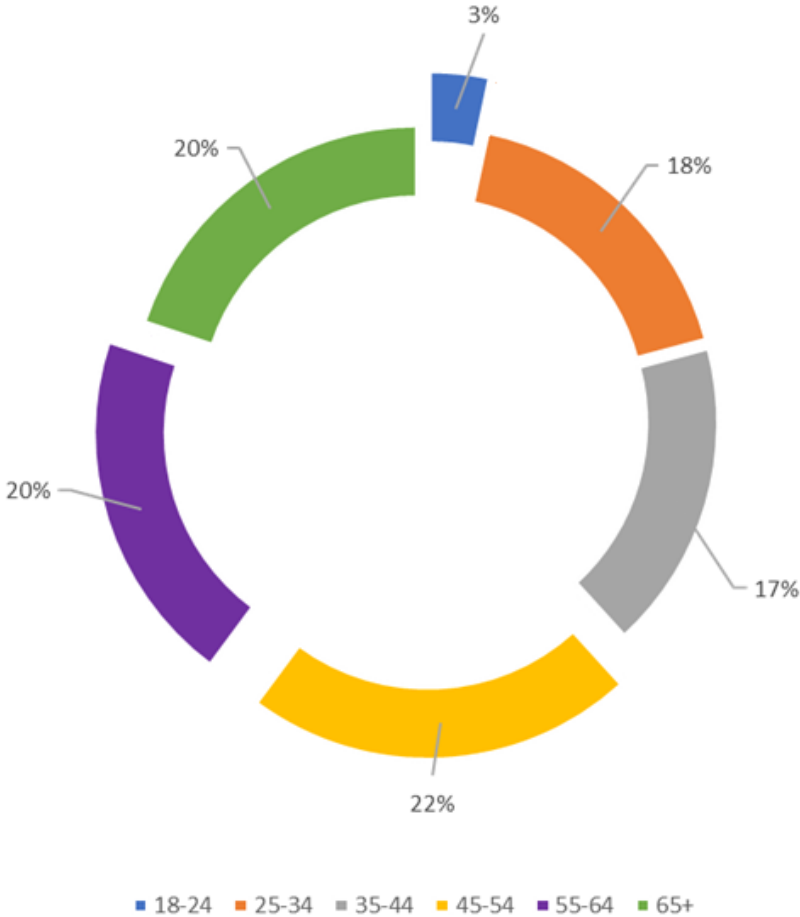
The bounce rate of 18-24 year old's is significantly greater than 65+ users who consume by far the most amount of information during sessions.

Age	Bounce Rate	Pages / Session
1. 18-24	41.75%	4.82
2. 45-54	47.01%	4.36
3. 65+	43.05%	4.62
4. 65+	39.83%	5.07

What technology is most used to access services?



The youngest segment of users are **least likely** to access services through mobile, by quite a margin. Mobile use is consistently the highest across all age segments – even 65+ users - which challenges our initial presumptions about how different segments find access.



What services do users most frequently look for?

How is the search bar used?

What are the most popular pages?

How do users arrive to the site?

The overwhelming majority of site visits and pageviews are through organic or direct searches (with Google by far the most popular), with very few social referrals – only Facebook contributes a significant amount.

Default Channel Grouping	Acquisition
	Users <span>?</span> <span>↓</span>
	785,049 % of Total: 100.00% (785,049)
1. <u>Organic Search</u>	424,862 (49.56%)
2. <u>Direct</u>	287,223 (33.51%)
3. Referral	98,645 (11.51%)
4. Social	33,223 (3.88%)
5. Paid Search	12,666 (1.48%)
6. (Other)	543 (0.06%)
7. Email	86 (0.01%)

### Top Source by Pageviews

Nov 1, 2018–Oct 31, 2019

Source	Pageviews
<u>google</u>	4,262,252
<u>(direct)</u>	3,714,218
bing	500,917
wightnet.iow.gov.uk	223,782
iow.gov.uk	197,595
sbs.e-paycapita.com	104,820
m.facebook.com	79,560
gov.uk	71,029
publicaccess.iow.gov.uk	61,795
isleofwightjobs.com	57,796

Next Page Path	Pageviews	% Pageviews
<u>/Residents/Environment-Planning-and-Waste/</u>	26,338	28.56%
<u>/counciltaxonline/</u>	11,242	12.19%
<u>/Residents/Transport-Parking-and-Streets/</u>	6,732	7.30%
<u>/Residents/Schools-and-Learning/</u>	5,451	5.91%
<u>/</u>	4,517	4.90%
<u>/housingbenefitonline/</u>	4,351	4.72%
<u>/Residents/Care-Support-and-Housing/</u>	4,240	4.60%
<u>/search/default.aspx</u>	4,044	4.38%
<u>/council/</u>	2,320	2.52%
<u>/council/OtherServices/Local-Council-Tax-Support-Entitlement/Apply-for-Local-Council-Tax-Support</u>	2,135	2.31%

Planning-related pages take up the majority of site traffic, with five different pages with the most pageviews across the entire site.

The homepage is the major driver of website entrances – meaning there should be navigation focus placed on it.

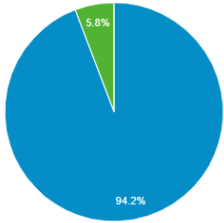
### Top Landing Page by Entrances

Nov 1, 2018–Oct 31, 2019

Landing Page	Entrances
<u>/</u>	271,940
<u>/jobvacancies/</u>	63,558
<u>/Residents/Libraries-Cultural-and-Heritage/</u>	52,287
<u>/planning/planAppSearchHistory.aspx</u>	39,569
<u>/planning/</u>	38,513
<u>/Residents/Care-Support-and-Housing/Fostering-and-Adoption/</u>	28,160
<u>/counciltaxonline/</u>	27,674
<u>/wasteday/ameyWasteDay.aspx</u>	27,494
<u>/Residents/Leisure-and-Sports/Leisure-Centres/Heights-Leisure-Centre/About1</u>	23,973
<u>/Residents/Environment-Planning-and-Waste/Waste-and-Recycling/</u>	18,246

These are the most popular services that residents look for through site navigation.

■ Visits Without Site Search ■ Visits With Site Search



Only 5.8% of visitors use the search bar.

Over a third of users have to refine their initial search phrasing while having to look at almost three different pages per search term.

Sessions with Search

104,200

Total Unique Searches

194,761

Results Pageviews / Search

1.50

% Search Exits

15.97%

% Search Refinements

36.64%

Time after Search

00:02:35

Avg. Search Depth

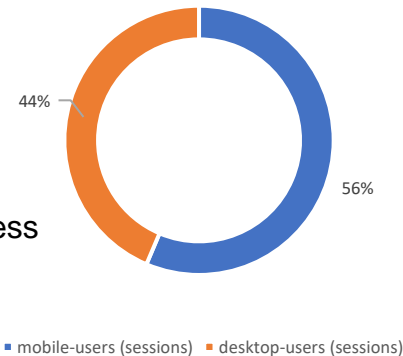
2.73

Is there differences between different segments?

Does this change user behaviour?

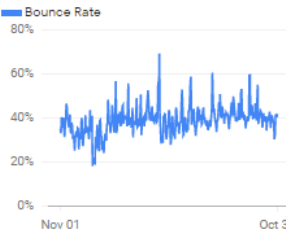
What is the split between our mobile and desktop users?

Since **July 2018**, mobile access has become the most popular way to access information and services.



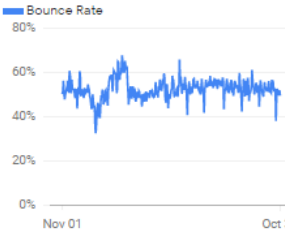
Desktop Bounce Rate  
Nov 1, 2018–Oct 31, 2019

39.19%



Mobile Bounce Rate  
Nov 1, 2018–Oct 31, 2019

52.09%



Mobile users access the site for less amount of time, have less pageviews per session and have a significantly higher bounce rate.

Average time on site (mobile)

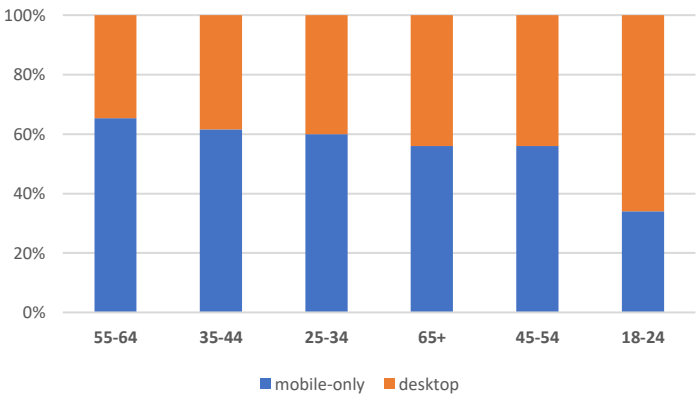
00:02:35

Avg for View: 00:03:21 (-23.13%)



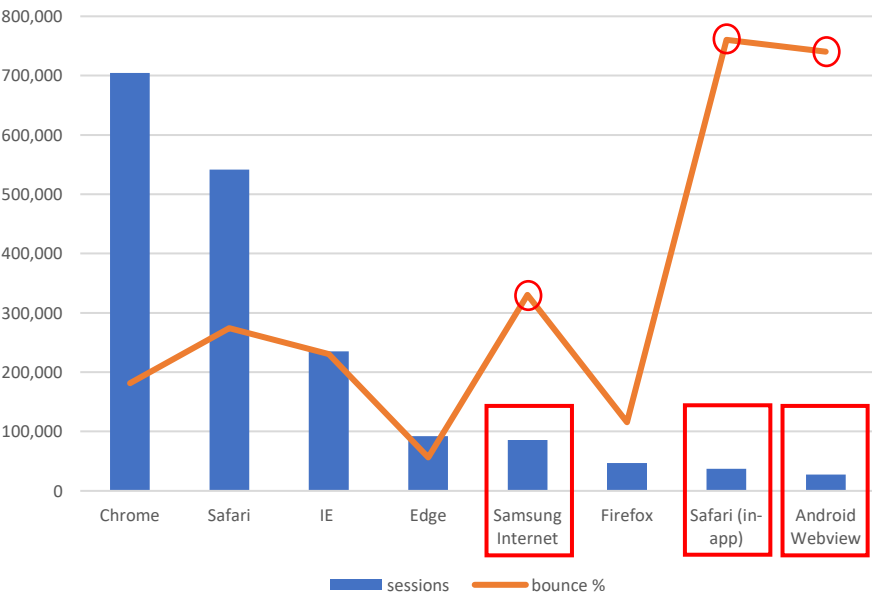
Mobile access is favoured more significantly by younger age segments **apart from** the youngest age segment (18-24). This should indicate, however, that we expect the number of mobile-only sessions to increase significantly in the next 10 years.

Mobile vs desktop users by age segment



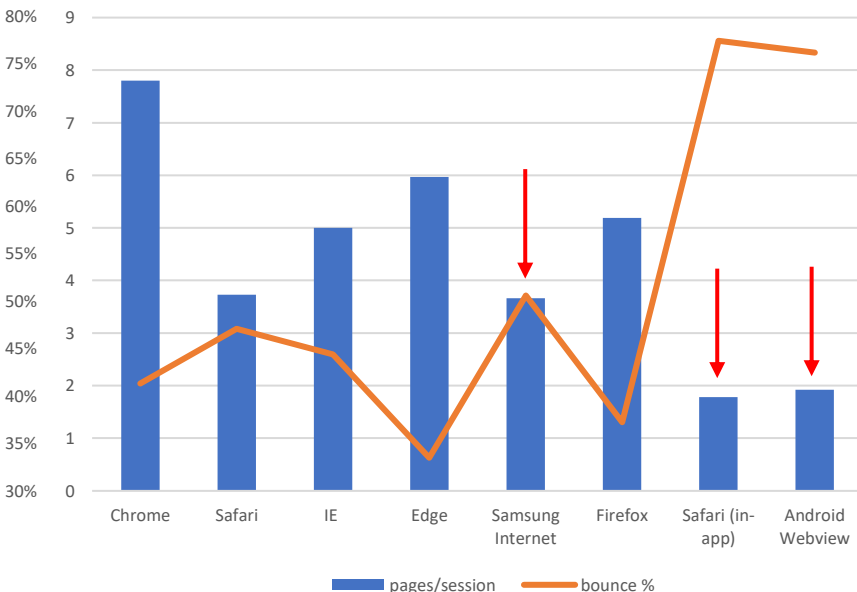
In-app & mobile-based only browsers have a significantly higher bounce rate, which may signal problems in performance and usability for our users.

Popularity & performance of browsers



Although, the mobile-only browsers have far fewer pageviews per session. This could indicate that users are completing the tasks they require quickly in a mobile-only format.

Pages per session by browser used





*The main goal of a PID is to define the project and form the basis for its management and the assessment of its overall success.*

<b>Corporate Website Redevelopment Project – Phase 2</b>	
Sponsoring Group	Corporate Management Team
Responsible Programme Board	Corporate & Strategic Services
Portfolio Holder	Cllr Ian Stephens (Digital Transformation)
Strategic Links	<a href="#">Digital Strategy 2017-2020</a>
Project Executive/Sponsor	Claire Shand – Director of Corporate Services
Project Manager	[REDACTED]
Start Date	01/04/2021
Completion Date	31/03/2022

## 1. Approval

Name	Project Position	Date	Signature
Claire Shand	Project Sponsor	09/08/2021	
[REDACTED]	Senior User/Customer	09/08/2021	
[REDACTED]	Senior User/Customer	09/08/2021	
[REDACTED]	Senior Supplier	09/08/2021	
[REDACTED]	Senior Supplier	09/08/2021	

## 2. Aim

- 2.1. In 2017 the council published its [Digital Strategy 2017-2020](#). This document set out the council's ambition to undertake a project supporting a new approach to managing the council's website content. This "Digital by Default" approach aims to redesign services and processes to be focussed around the end user, and to be accessible through efficient and effective digital channels.
- 2.2. This project was initiated to design, build, and implement a new "from the ground up" corporate website for the Isle of Wight Council designed to deliver outcomes in line with the four commitments from the [MHCLG Local Digital Declaration](#)
- design services that best meet the needs of citizens
  - challenge the technology market to offer the flexible tools and services we need
  - protect citizens' privacy and security
  - deliver better value for money
- 2.3. The new website will be developed around the guidelines set by the Government Digital Service and Government Communications Service, together with recognised best practice across the sector.
- 2.4. This proposed approach will enable a truly customer centric interface to be delivered underpinning the council's value of putting the customer at the heart of what we do.
- 2.5. The new website will continue to support the channel shift of users away from face to face and telephone enquiries (which are more expensive for the council to provide) towards digital channels.
- 2.6. The new website will be mobile friendly with an improved transactional focus so users can efficiently access the service they require from any device.
- 2.7. The first phase of this project was undertaken between 01/10/2019 and 31/03/2021. The project experienced delays and didn't meet all its original phase 1 outputs due to the impact of the Covid pandemic on staffing resource. The following outputs were delivered in Phase 1:
- Non-Functional (internal only) demo website design and platform – providing the design and framework for ongoing activities
  - A draft approach to comms engagement with customers to provide check and challenge for website content
  - A standard approach to engaging with services, via evidence-based workshops and joint working on customer journey development, to develop concise content and transactions for the new website

- Draft content (in Word documents) for the new website as agreed with the following services:
  - Planning
  - Fostering
  - Registrars
  - Coastal Management

2.8. The second phase of this project will continue to build on progress to date and will deliver the following by 31 March 2022:

- a website target focus group - to gain greater understanding of customer/user expectations, behaviours, and requirements to help shape future development
- a content management system - to enable content managers and services to update all content on the new website
- the launch of the council's Accessibility Framework - to highlight the importance of digital accessibility and provide guidance and training to services on how to achieve it when creating and reviewing web content on the new council website
- draft content and transactions for the new website co-produced and signed-off by the service, tested and challenged by users:
  - Adult Social Care (including Homeless Intervention)
  - Parking Services
  - Adult Community Learning
- modules to deliver the following website functionality and meet digital accessibility legislation:
  - My Account – to deliver customer personalisation
  - Search – to improve the efficiency and effectiveness of customer searches
  - Integration with the council's Customer Relationship Management system (CRM) – to ensure consistent information is given to customers regardless of the contact channel, to enable customer queries and transactions to be completed on behalf of customers and to provide back office functions to enable customer requests to be reviewed and actioned
  - Forms engine to ensure compatibility with the modern coding system being used in the development of the new website
  - Integration with existing website applications for the services covered in phase 1 and 2 e.g. planning pre-application advice

- live service content and transactions on the new website platform co-produced and signed-off by the following services from phases 1 and 2:
  - Planning
  - Fostering
  - Registrars
  - Coastal Management
  - Adult Social Care
  - Parking Services
  - Adult Community Learning
- a business case for phase 3 of the project (2022/23)

2.9. Whilst the second phase develops content, transactions and the required modules for the new website to go live, where resource allows content will be improved where possible on the current website for phase 1 & 2 services in line with the aims of this project.

### 3. Outcomes

- 3.1. By the end of the second phase of this project (31 March 2022) the public will have a council website with live service content and transactions for the services listed above that:
- has content and transactions designed around the customer so they can achieve what they need to do online efficiently and effectively – webpages will be tested through customer engagement
  - has an efficient and effective website search facility that is simple to use - tested through customer engagement
  - is mobile friendly enabling users to access the council website from any device including tablets and smartphones – testing will include software emulators to test the mobile view of the website
  - is focussed on the transaction's users are required to make – by using evidence from website analytics, customer feedback and service knowledge to improve the user experience and user journey
  - is more accessible - with a readability age of no more than 9 years and compliant with the "Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018"

- is clear and concise and based upon Gov Digital principles and on gov.uk functionality/approach – webpages will be designed using Gov Digital principles and tested through customer engagement
- ensures all legally required information is published
- has simple and intuitive site navigation to enable more efficient and effect use – tested through customer engagement and via 'Google trends' data
- will not duplicate content that is readily available on websites owned and managed by trusted organisations (e.g. gov.uk). Rather it will signpost customers to these websites to ensure information is factual, relevant, and up to date.
- are accessed via a BETA site that allows for continued feedback and improvements post go-live

3.2. Council services involved with the project will have:

- website pages that are compliant with current accessibility legislation – evidenced by design development process and testing
- a website that ensures all legally required information is published
- a website content management system that is fit for purpose - evidenced by a survey comparing the current CMS with the new version
- documented potential process improvements that can be used as a basis to develop an improvement plan for their service
- more fit for purpose customer facing website content, transactions and associated processes – evidenced by customer feedback during testing

3.3. The Corporate Management Team will understand the options for phase 3 of the project including deliverables and funding requirements

## 4. Outputs

Following the completion of phase 2 of the project the following will have been delivered: -

- 4.1. A website target focus group to gain greater understanding of customer/user expectations, behaviours, and requirements to help shape future development
- 4.2. A new content management system to manage website content
- 4.3. The council's Accessibility Framework will have been launched

4.4. Draft content for the new website co-produced with and signed-off by the following services:

- Adult Social Care
- Parking Services
- Adult Community Learning

4.5. Modules for:

- My Account (customer personalisation)
- Search
- Integration with the council's Customer Relationship Management system (CRM)
- Forms engine

4.6. live service content and transactions (including any statutory requirements) on the new website platform based on the draft content scope co-produced with and signed-off by the following services in both phase 1 and phase 2:

- Planning
- Fostering
- Registrars
- Coastal Management
- Adult Social Care
- Parking Services
- Adult Community Learning

4.7. A business case for phase 3 of the project to outline deliverables and funding requirements

## **5. Business Need (Outline Business Case)**

5.1. The council's current website was designed in 2014 and since then has undergone limited further development. This has included new services being added, limited mobile functionality being enabled and additional development of online transactions. However, little has been done by way of reviewing the customer journey and identifying improvements that could be made to this important interface the council has with the public.

5.2. In 2017 the council published its [Digital Strategy 2017-2020](#). This document set out the council's ambition to undertake a project supporting a new approach to managing the council's website content as part of its "Digital by Default" priority.

5.3. In December 2018 the council became a signatory of the MHCLG Local Digital Declaration making a commitment to:

- design services that best meet the needs of citizens
- challenge the technology market to offer the flexible tools and services we need
- protect citizens' privacy and security
- deliver better value for money

5.4. In March 2019 the Corporate Management Team (CMT) agreed a proposal for the delivery of phase 1 of a new council website project, together with £230,000 of transformation funding.

5.5. The project launched in October 2019 and in December 2019, a further CMT report outlined the progress of the project in service engagement and recruitment to the engagement, analytics, content, digital platforms & customer centred service design workstreams. The report detailed how engagement workshops had culminated in an agreed set of principles, structure and framework for the new website and the next steps for the project in 2020.

5.6. On 1 September 2020 a report was taken to CMT to outline the limited progress on phase 1 due to project resourcing challenges brought about by the Covid pandemic. It provided options to continue the project. CMT agreed to the option 1 proposal outlined in the report: to continue the project by combining outstanding outputs from phase 1 into phase 2, subject to allocation of an additional £202,000 budget for 2021/22.

5.7. Due to the impact of the pandemic on the services originally identified as a priority for the project (Human Resources, Recruitment, Council Tax and Waste) it was agreed to review their capacity to engage with the project in phase 2 and if appropriate identify additional services to replace them.

5.8. This approval by CMT has enabled the project to continue albeit on a smaller scale than originally anticipated.

## **6. Project Description (Scope)**

6.1. Included

- launch of council's Accessibility Framework
- a content management to record and publish web page content to the new website
- Customer My Account module that is mobile friendly and meets digital accessibility legislation requirements
- an efficient and effective website search facility that is simple to use
- an online form solution that is mobile friendly and meets gov.uk and digital accessibility legislation requirements

- integration required between website services, customer interactions and transactions and CRM to enable website content and transactions (that are in scope) to go live
- how documents are published to the new website to meet digital accessibility requirements
- a review of information the council is legally required to publish
- For Planning Services, Registrars, Fostering and Coastal Management (phase 1 services):
  - Any additional work on content and transactions (as agreed by project team with service, customer representatives, software development and digital services) from phase 1 required to enable them to be transferred to the new council website (e.g. due to legislation and other service changes since the content was originally developed)
  - testing and sign-off of new website content and transactions by service and customer representatives
  - agreed content and transactions live on the new council website
  - documented potential process improvements that can be used as a basis to develop an improvement plan for the service
- For Adult Social Care, Parking Services and Adult Community Learning (phase 2 services):
  - current website content and transactions reviewed by project team with service, customer representatives, software development and digital services
  - scope of content and transactions to be developed for new website agreed with project team, service and software development
  - development of agreed content and transactions for new website in line with government guidelines (Government Digital Service and Government Communications Service) and recognised best practice
  - testing and sign-off of new website content and transactions by service and customer representatives
  - agreed content and transactions live on the new council website
  - documented potential process improvements that can be used as a basis to develop an improvement plan for the service
- Generic content required for phase 1 and 2 services e.g. send a message, make a complaint, request an FOI
- Review of deliverables and funding requirements for phase 3



### 6.3 Excluded

- for Planning Services, Registrars, Fostering and Coastal Management (phase 1 services) - website content and transactions agreed as out of scope as part of the scope approval process
- for Adult Social Care, Parking Services and Adult Community Learning (phase 2 services) - website content and transactions agreed as out of scope as part of the scope approval process
- other service content and transactions not related to the services identified in phases 1 and 2 above
- micro-sites identified by services as part of the scoping exercise
- service business process redesign requirements (e.g. additional website applications or data warehousing) – these will be captured as part of the review and scoping process and forwarded to Software Development to be dealt with as part of the project (if resource is available) or by the current change request process
- business software systems (3<sup>rd</sup> party or internal) linked to the new website that may need re-commissioning or changed to secure improvements, but which cannot be delivered within the phase 2 project timescale or budget
- document library module

## 7. Project Assumptions

- 7.1. Non-project (business as usual) resource will be available if required in ICT to support project resource in the development of the new website modules included in the scope of this project as it is a strategic priority
- 7.2. New and old versions of the council's website will continue to run in parallel until all content and transactions on the old website have been reviewed and moved, where appropriate, to the new website.
- 7.3. Development of the new website will not negatively impact the existing and ongoing functionality requirements of the current CRM and A-Z systems.

## 8. Project Constraints

- 8.1. The project budget is fixed as per the financial plan in section 14 below

## 9. Risk Management Strategy

9.1. The project will adopt the IWC Risk Management Framework and will record, monitor and report risk using the project RAID log. Any strategic risks will also be logged in the council's risk management system.

9.2. Initial project risks identified are shown below:

Risk	Probability	Impact	Mitigation Method
Project resource will be diverted to other council priorities (including any Covid response activity) impacting on delivery timescales	Medium	Very High	Supplier leads will monitor project resource via daily time recording and escalate to project board as soon as issue arises with options to resolve.  Onward reporting to the corporate services programme board and strategic programme board as necessary for decision on resource availability
Inability of the project team to work together effectively due to opposing viewpoints will impact the planning/successful delivery of the project	High	Very High	Weekly delivery working groups and project boards will be introduced to ensure the project team is focussed on delivery and problems are resolved in a timely manner/escalated to senior management if required
Non-project (business as usual) resource will not be available to support project deliverables impacting on delivery timescales	Medium	High	Work with services to ensure resource requirement is understood and agreed and secure sign off from relevant director as to the identified schedule of time commitment, timeline and resource requirements.  Escalate to project board as soon as issue arises with options to resolve
Late recruitment to vacant project posts will impact negatively on project delivery	Medium	High	Cover vacant posts (ICT) with existing service resource  Escalate to project board as soon as issue arises with options to resolve

<b>Risk</b>	<b>Probability</b>	<b>Impact</b>	<b>Mitigation Method</b>
Development of a replacement content management system will impact negatively on delivery timescales	High	Very High	<p>Establish an agreed delivery programme and associated resource requirements</p> <p>Escalate to the project board should any delay or problems arise with options to resolve</p>
The link between the Content Management System and the Customer Relationship Management system (which is essential for the website to go-live) may not be delivered within the project timescale	Medium	Very High	<p>Agree and define the required process and establish a delivery programme and associated resource requirements</p> <p>Escalate to the project board should any delay or problems arise with options to resolve</p>
Late recruitment to either of the 2 vacant ICT project posts will impact negatively on delivery timescales	Medium	High	<p>Vacant posts covered by other ICT staff until posts filled.</p> <p>Any recruitment issues or competing priorities for covering staff will be escalated to the project board with options for resolution</p>
Services do not engage with the project due to limited resource or competing priorities impacting on delivery timescales	Low	Medium	<p>Escalate to the project board should any delay or problems arise with options to resolve</p> <p>Identify replacement services</p>
The election of a new council could lead to changes to corporate priorities affecting the scope, funding and/or delivery of the project	Low	High	Sponsor will engage with Portfolio Lead to ensure any potential issues are highlighted and the impact on the project assessed
New transactions needed by services covered in Phase 1 & 2 will not be developed due to insufficient ICT resource or budget	High	Medium	<p>Ensure services are aware during scoping phase of resource limitations to develop new website transactions (i.e. potentially out of scope)</p> <p>Formally document additional transaction requirements and transfer any agreed as out of scope to ICT business as usual change process</p>
3 <sup>rd</sup> party applications may not meet digital accessibility	Medium	Medium	Ensure discussions with providers include digital accessibility requirements and escalate funding

Risk	Probability	Impact	Mitigation Method
regulations and the required changes may have cost implications that cannot be met within the project budget			issues and potential options promptly to project board

## 10. Issue Management Strategy

- 10.1. The project will track issues in line with the IWC Project Management Framework.
- 10.2. As this project is categorised as a strategic project any issue that places the project into exception will automatically be escalated to the Corporate Services and Strategy Programme Board, the Strategic Programme Board and the Members Review Board.
- 10.3. Issues can be dealt with by the project team if they don't materially affect the time, cost or quality of the project.
- 10.4. Where an issue does impact on the time, cost or quality of the project, an exception report will be produced recommending corrective action and detailing what additional resources may be required. Exception plans will be expected to show a consideration of two or more options. The Project Board will approve the option to manage the issue going forward.

## 11. Dependencies

- 11.1. There are no identified projects, legislation or other service changes on which this project depends or creates dependencies for.

## 12. Stakeholder and Communication Plan

The following key stakeholders of the project have been identified: -

Name	Role
Claire Shand	Project Sponsor/Director of Corporate Services
Cllr Ian Stephens	Portfolio Holder - Digital Transformation
	Senior User/Customer
	Senior User/Customer
	Senior Supplier - ICT

Name	Role
[REDACTED]	Senior Supplier – Comms & Engagement
[REDACTED]	Strategic Manager - ICT & Digital Services
[REDACTED]	Registrations & Coroners Manager
[REDACTED]	Strategic Manager - Planning Services
[REDACTED]	Marketing Officer - Fostering
[REDACTED]	Coastal Management
[REDACTED]	Director of Adult Social Care/Interim Director
[REDACTED]	Parking Services Manager
[REDACTED]	Strategic Manager of Adult Community Learning
Service users/Public	To be identified as part of service engagement

A stakeholder engagement plan will be developed as part of phase 2

## 13. Project Management Team Structure

13.1. Project governance is provided by the project board (see below) who meet at least once a month. The project manager provides the board with monthly highlight reports that track progress to date, risks & issues and decisions required.

Name	Project Role	Project Board Responsibilities
Claire Shand	Sponsor	<ul style="list-style-type: none"> <li>• Chair of board</li> <li>• Oversees development of the Project Brief and Business Case</li> <li>• Ensures governance arrangements and project plans are in place</li> <li>• Reports to Programme Board if project will exceed agreed tolerances (time, cost, quality) and recommends appropriate action</li> <li>• Signs-off End of Project Report, Lessons Learned and approves project closure</li> </ul>

Name	Project Role	Project Board Responsibilities
[REDACTED]	Project Manager	<ul style="list-style-type: none"> <li>• Authority to run the project on a day-to-day basis on behalf of the Project Board</li> <li>• Plans and monitors the project</li> <li>• Produces key project documents and regular reports for Project Board sign-off</li> <li>• Manages project risks and associated plans</li> <li>• Chairs the working groups</li> </ul>
[REDACTED]	Senior Supplier - ICT	<ul style="list-style-type: none"> <li>• Accountable for supplier 1 resource/product</li> <li>• Agrees timescales for ICT activities</li> <li>• Resolves ICT requirement conflicts</li> <li>• Ensures release of required ICT resources</li> </ul>
[REDACTED]	Senior Supplier – Comms & Engagement	<ul style="list-style-type: none"> <li>• Accountable for supplier 2 resource /product</li> <li>• Agrees timescales for supplier 2 activities</li> <li>• Resolves supplier 2 requirement conflicts</li> <li>• Ensures release of required supplier 2 resources</li> </ul>
[REDACTED]	Senior User – IWC Services	<ul style="list-style-type: none"> <li>• Ensures project requirements are fully and accurately specified in the Business Case</li> <li>• Resolves requirement conflicts</li> <li>• Ensures release of required user resources to the project</li> </ul>
[REDACTED]	Senior User – Contact Centre /Public	<ul style="list-style-type: none"> <li>• Ensures project requirements are fully and accurately specified in the Business Case</li> <li>• Resolves customer requirement conflicts</li> </ul>

13.2. The project also reports to the Corporate & Strategic Services Programme Board which meets monthly. The project manager (via the project sponsor) provides this board with monthly highlight reports that track progress to date, risks & issues and escalates any key decisions that have been made or are required.

13.3. As this project has been identified as strategically important to the council it also reports to the council's Strategic Programme Board and Members Review Board. These boards meet every 2 months and are provided with a highlight report that tracks progress to date, risks & issues and escalates any key decisions that have been made or are required.

13.4. Project assurance and a critical friend role is provided by the council's Organisational Intelligence team

## 14. Financial Plan

- 14.1. As agreed by CMT in 2019 project phases will be funded by annual bids as part of the budget setting process.
- 14.2. In Phase 1 (2020/2021) a bid for £230,000 was approved of which £219,800 was spent.
- 14.3. For phase 2 a bid of £202,000 has been approved plus a carry forward of £10,200 from phase 1 giving a total budget of £212,200
- 14.4. In phase 2 additional resource has also been secured from the Adult Social Care budget to fund an additional part-time (22 hours a week) Digital Content Manager to focus on ASC web content.
- 14.5. Direct Costs

Phase 1 2020/2021		
Type	Detail	Budget £
Salary	Digital Content Managers	76,873
Salary	Analyst/Developer	98,382
Salary	Project Manager	52,081
Admin	Training & Recruitment	385
ICT	Licences / Computing	2,279
<b>Total Budget</b>		<b>230,000</b>
<b>Total Spent</b>		<b>219,800</b>

Phase 2 2021/2022		
Type	Detail	Budget £
Salary	2 Digital Content Managers x 1.3fte	48,829
Salary	Digital Content Team Lead Uplift (7.5%)	3,044
Salary	ICT Analyst/Developer x 1fte	51,188
Salary	Project Manager x 1fte	53,073
Salary	ICT Systems Analyst x 1fte	42,427
Admin	Training & Recruitment	370
ICT	Licences / Computing	2,279
Other	Staff Inflation & Contingency	10,990
<b>Total</b>		<b>212,200</b>

#### 14.6. Non-Direct Costs (met by existing budgets)

Phase 2	2021/2022	
Type	Detail	Budget £
Salary	ASC Digital Content Manager x 0.6 fte	19,238

## 15. Timescales and Outline Plan

Task	Deadline
Phase 2 services scopes agreed & signed-off	30/08/2021
Business case for project phase 3 developed for Star Chambers (project brief)	30/09/2021
Adult & Community Learning content developed, tested and signed-off by service	30/09/2021
Parking Services content developed, tested and signed-off by service	30/10/2021
New CMS tool available for the new website to enable content development & testing	19/11/2021
Full version CMS developed	31/01/2022
ASC agreed content, tested and signed-off by service	31/03/2022
Phase 1 services agreed content, tested and signed-off by service	31/03/2022
Customer My Account, Search and online forms modules developed (or purchased)	31/03/2022
All Phase 1 & 2 agreed content and transactions live on new website	31/03/2022

## 16. Project Controls

16.1. The project must operate within the following IWC frameworks/policies: -

- Project Management Framework
- Risk Management Framework
- Procurement & Contract Management framework



- Human Resources policies
- Financial Management policies
- General Data Protection Regulations
- Freedom of Information Act
- Environmental Strategy

16.2. Project Board meetings must be at least once a month and Highlight reports for the board will be circulated 3 days in advance of the meetings.

16.3. Highlight reports will be sent monthly to the Corporate Services & Strategy Programme Board and every two months to the Strategic Programme Board and Members Review Board.

16.4. The project must stay within the agreed budget. Any use of a contingency budget must be approved by the project board.

16.5. The project must adhere to the 31 March 2022 deadline. Any potential over-run must be reported to the project board members as soon as it is known together with any mitigating actions which require approval.

## **17. Project Data Protection Impact Assessment (DPIA)**

17.1. A DPIA should be conducted where data processing “is likely to result in a high risk to the rights and freedoms of natural persons”.

17.2. A DPIA is required by this project as the new website will be a different way of storing data.

17.3. A draft DPIA has been completed for the project, forwarded to the council’s Corporate Information Unit for review and signed-off by the project board by 23 August 2021.

17.4. All resulting actions from the approved DPIA will be monitored via the project plan.

17.5. As part of development of modules and transactions further specific DPIAs will be undertaken if required.

## **18. Equality Impact Assessment**

18.1. An Equality Impact Assessment (EIA) should be carried out when developing a new policy, strategy, function or service or when reviewing, changing or removing existing policies, strategies, functions or services.

18.2. An EIA is required by this project as the project will be reviewing and changing website content and transactions for some services.

18.3. A draft EIA has been completed and will be signed-off by project board by 16 August 2021.

- 18.4. All resulting actions from the approved EIA will be monitored via the project plan.
- 18.5. As part of development of modules and transactions further specific EIAs will be undertaken if required.

## Isle of Wight Council Forward Plan - 1 December 2021 and (where relevant) Notice of Intention to Hold Part of Meeting in Private Session

The Forward Plan is a list of all matters that are due to be considered no earlier than 28 clear working days from the date of this notice by the appropriate Decision Making Body or individual including those deemed to be key decisions.

The plan also gives notice of which decisions (if any) that may be made in private with the exclusion of press and public where for example personal or commercially sensitive information is to be considered in accordance with the Local Authorities (Executive Arrangements)(Meetings and Access to Information(England) Regulations 2012.

A list of all Council Members can be found on the Council's web site from this link

The Leader of the Council (also responsible for Strategic Partnerships) is Cllr Lora Peacey-Wilcox.

Other members of the Cabinet are:

Deputy Leader and Cabinet Member for Community Protection and Digital Transformation, Housing Provision and Housing Needs - Cllr Ian Stephens

Cabinet Member for Highways PFI, Transport and infrastructure - Cllr Phil Jordan

Cabinet Member for Children's Services, Education and Lifelong Skills - Cllr Debbie Andre

Cabinet Member for Regeneration, Business Development and Tourism - Cllr Julie Jones-Evans

Cabinet Member for Adult Social Care and Public Health - Cllr Karl Love

Cabinet Member for Planning and Community Engagement - Cllr Paul Fuller

Cabinet Member for Strategic Finance, Corporate Resources and Transformational Change – Cllr Chris Jarman

Cabinet Member for Environment, Heritage and Waste Management - Cllr Jonathan Bacon

\* Please note that any items highlighted in yellow are changes or additions from the previous Forward Plan

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
--	--	---------------------------------------	--	---	---

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<b>The Isle of Wight Council (Various Streets, East Cowes) (Traffic Regulation) order No 1 2021</b>  This report provides the details of recommendation for introducing new parking restrictions, and making some of the existing parking restrictions enforceable, in various locations in East Cowes	Cabinet  Cabinet Member for Highways PFI, Transport and Infrastructure Date 1 <sup>st</sup> added: 14 September 2021	16 Dec 2021		Public consultation - press publication and street notices	Open
<b>The Isle of Wight Council (Various Streets, Cowes) (Traffic Regulation) Order No 1 2021</b>  This report provides the details of recommendation for introducing new parking restrictions, and making some of the existing parking restrictions enforceable, in various locations in Cowes	Cabinet  Cabinet Member for Highways PFI, Transport and Infrastructure Date 1 <sup>st</sup> added: 14 September 2021	16 Dec 2021		Public consultation - press publication and street notices	Open
<b>The Isle of Wight Council (Horsebridge Hill, Newport) (Traffic Regulation) Order No 1 2021</b>  This report provides the details of recommendation for introducing new parking restrictions, and making some of the existing parking restrictions enforceable.	Cabinet  Cabinet Member for Highways PFI, Transport and Infrastructure Date 1 <sup>st</sup> added: 14 September 2021	16 Dec 2021		Public consultation - press publication and street notices	Open

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<b>Closure of Carisbrooke College 6th Form - Final Decision</b>  The closure of the 6th Form at Carisbrooke College. The provision has not been operational since 2016. All students since that date have attended the 6th Form provision at Medina College. This report is required to formalise the above situation.	Cabinet  Cabinet Member for Children's Services, Education and Lifelong Skills Date 1 <sup>st</sup> added: 1 July 2021	16 Dec 2021		The Governing Board ran a consultation (in line with the Department for Education's publication "Making Significant Changes ("prescribed alterations") to Maintained Schools) for four weeks (as set out in the regulations) between 9th November 2020 and 6th December 2020. No objections were received.	Open
<b>Endorsement of Wight Skills Plan</b>  To endorse the new Island skills plan which highlights the skills needs of the local economy and identifies responses by the council, businesses and education partners towards ensuring the island population is best placed to take advantage of economic and self -fulfilment opportunities	Cabinet  Cabinet Member for Regeneration, Business Development and Tourism Date 1 <sup>st</sup> added: 4 August 2021	16 Dec 2021		Economic Executive	Open

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>Lowering the age range of Hunnyhill Primary School : Consultation outcome</b></p> <p>The purpose of the report is to highlight the outcome of the public consultation of Hunnyhill Primary School's proposal to lower their age range to two years of age. This will include any objections to the proposal.</p>	<p>Cabinet</p> <p>Cabinet Member for Children's Services, Education and Lifelong Skills Date 1<sup>st</sup> added: 6 October 2021</p>	<p>16 Dec 2021</p>		<p>The Public Notice is displayed at the school and sent to all current parents of the school and pre-school, Governors and other stakeholders. It is placed on iweight.com and in the Isle of Wight County Press and Observer newspapers. The public consultation will run for 6 weeks from 28.09.21 until 09.11.21</p>	<p>Open</p>
<p><b>Local Council Tax Support Scheme</b></p> <p>Every year local authorities are required to undertake a review of their scheme to ensure it still meets local needs as well as financial impacts. Any potential changes require full consultation with residents and the final decision made at Full Council for implementation on the 1 April every year for the statutory provisions to be undertaken.</p>	<p>Cabinet</p> <p>Full Council</p> <p>Cabinet Member for Strategic Finance, Corporate Resources and Transformational Change Date 1<sup>st</sup> added: 6 October 2021</p>	<p>16 Dec 2021</p> <p>19 Jan 2022</p>		<p>No consultation has been undertaken this year as there are no changes going forward to recommendation.</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<b>Dark Skies Initiative</b>  The report seeks Cabinet approval for council support for an International Dark Skies Association (IDA) accredited Dark Skies Park status application in the Area of Outstanding Natural Beauty in the south-west of the Island.	Cabinet  Cabinet Member for Environment, Heritage and Waste Management Date 1 <sup>st</sup> added: 3 November 2021	16 Dec 2021			Open
<b>Green Garden Waste Subscription Service Fees and Charges review</b>  To review and agree the fee for Green Garden waste subscription service	Cabinet  Cabinet Member for Environment, Heritage and Waste Management Date 1 <sup>st</sup> added: 3 November 2021	16 Dec 2021		Senior Management and the Waste project Board	Open

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>Strategy for the provision of Support within Safe Accommodation 2021-2024</b></p> <p>The Domestic Abuse Act 2021 ('The Act') introduces a broad range of new measures designed to strengthen the UK response to domestic abuse.</p> <p>Part 4 of Act places a duty on each tier one local authority in England to:</p> <ul style="list-style-type: none"> <li>• Assess the need for accommodation-based support for victims of domestic abuse (and their children) in their area.</li> <li>• Prepare and publish a strategy for the provision of such support in their area, with regard to the needs assessment.</li> </ul> <p>The report sets out the IWC's first strategy for the provision of support in safe accommodation.</p>	<p>Cabinet</p> <p>Cabinet Member for Adult Social Care, Public Health</p> <p>Date 1<sup>st</sup> added: 3 November 2021</p>	<p>16 Dec 2021</p>		<p>Partnership consultation.</p>	<p>Open</p>



Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<b>Development of Relocatable Homes</b>  Funding approval for council delivery of relocatable modular homes to address urgent housing needs of Island families.	Cabinet  Deputy Leader and Cabinet Member for Community Protection, Digital Transformation, Housing Provision and Housing Needs Date 1 <sup>st</sup> added: 3 November 2021	16 Dec 2021		CMT and Cllrs through Housing Members Board and previous consultations for adopted Housing Strategy and Homelessness Strategies. Local consultation via T&P council/s once funding is approved and project given go-ahead.	Part exempt Financial appendix will be confidential if it contains costs provided by a separate commercial organisation on the grounds of commercial sensitivity via procurement.  Open
<b>Discretionary Housing Payment Policy</b>  Every year the Discretionary Housing Payment policy (DHP) is reviewed to adjust the level of funding provided from central government as well as any changes depending on welfare reform impacts.	Cabinet  Cabinet Member for Strategic Finance, Corporate Resources and Transformational Change Date 1 <sup>st</sup> added: 3 November 2021	16 Dec 2021			

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>Review of the Public Health Partnership Function between Isle of Wight Council and Hampshire County Council.</b></p> <p>To provide an update on the Public Health Partnership with Isle of Wight Council, specifically on progress against the remaining recommendations from the 2018 review which had not been met at the time of the formal partnership.</p>	<p>Cabinet</p> <p>Cabinet Member for Adult Social Care, Public Health</p> <p>Date 1<sup>st</sup> added: 3 November 2021</p>	<p>16 Dec 2021</p>			<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>Disposal of Ryde Harbour and Adjoining land to Ryde Town Council</b></p> <p>To report back as indicated in the Cabinet Paper of March 2021 on the following actions</p> <p>That Ryde Town Council are treated as a special purchaser for Ryde Harbour and the two parcels of land and the hospitality suite as detailed in their business subject to:</p> <p>An independent section 123 valuation of all the land proposed to be transferred to Ryde Town Council; each party to fund 50 percent of the costs of the valuation.</p> <ul style="list-style-type: none"> <li>• There being no material objections to the disposal of the land parcels following advertisements placed in accordance with section 123(2A) of the Local Government Act 1972c.</li> </ul>	<p>Cabinet</p> <p>Cabinet Member for Strategic Finance, Corporate Resources and Transformational Change</p> <p>Date 1<sup>st</sup> added: 3 November 2021</p>	<p>16 Dec 2021</p>		<p>Consultation has occurred as part of the paper in March 2021 as detailed</p>	<p>Open</p>
<p><b>Newport Harbour – Supplementary Planning Document</b></p> <p>To consult statutory bodies and key stakeholders regarding the proposed development and adoption of the Newport Harbour Masterplan as a Supplementary Planning Document</p>	<p>Cabinet</p> <p>Cabinet Member for Planning and Community Engagement</p> <p>Date 1<sup>st</sup> added: 6 October 2021</p>	<p>13 Jan 2022</p>		<p>Public notice and statutory consultees</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>Request for Isle of Wight Council support in principle for the proposed development of a new community ferry service</b></p> <p>To consider provision of a letter of support to an island based consortium seeking to develop a new ferry service to the Island</p>	<p>Cabinet</p> <p>Cabinet Member for Highways PFI, Transport and Infrastructure Date 1<sup>st</sup> added: 6 October 2021</p>	<p>13 Jan 2022</p>		<p>The consortium will be consulting the public and key agencies about the principle of the proposal and should a planning application come forward consultation through the planning process.</p>	<p>Open</p>
<p><b>Name Change - Fairway Athletics Track</b></p> <p>The Isle of Wight Athletics club have made a request to consider the renaming of Fairway athletics track in Sandown in memory of Ray Scovell who sadly passed away this year. Ray's dedication to the club and the track has spanned more than 30 years.</p>	<p>Cabinet</p> <p>Cabinet Member for Regeneration, Business Development and Tourism Date 1<sup>st</sup> added: 3 November 2021</p>	<p>13 Jan 2022</p>		<p>Consultation has taken place with the family and the athletics club, the main users of the club. Sandown Town Council will also be informed</p>	<p>Open</p>
<p><b>Supporting the UNESCO Biosphere</b></p> <p>This paper will set out recommendations for how the council will support the UNESCO Biosphere Designation</p>	<p>Cabinet</p> <p>Cabinet Member for Environment, Heritage and Waste Management Date 1<sup>st</sup> added: 3 November 2021</p>	<p>13 Jan 2022</p>		<p>Internal</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<b>Street Trading Policy</b>  Scheduled Review and update of the councils Street Trading Policy.	Cabinet  Deputy Leader and Cabinet Member for Community Protection, Digital Transformation, Housing Provision and Housing Needs Date 1 <sup>st</sup> added: 4 August 2021	13 Jan 2022		Internal and Trade	Open
<b>Hackney and Private Hire Licensing Policy</b>  Following the introduction of the new Statutory Taxi and Private Hire Vehicle Standards this is a review and revision of the licensing policy.	Cabinet  Deputy Leader and Cabinet Member for Community Protection, Digital Transformation, Housing Provision and Housing Needs Date 1 <sup>st</sup> added: 7 September 2021	13 Jan 2022		Internal and trade consultation	Open
<b>School Funding Formula and Budget Setting 2022/23</b>  Following the Department of Education Dedicated Schools Grant (DSG) settlement in December, this report sets the local school funding formula and associated wider DSG budget for 2022/23.	Cabinet  Cabinet Member for Children's Services, Education and Lifelong Skills Date 1 <sup>st</sup> added: 6 October 2021	13 Jan 2022		All schools consultation during the Autumn, and specific consultation with Schools Forum.	Open

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<b>Isle of Wight Council Digital Strategy 2021-2026</b>  To agree the council's digital strategy and outline work programme for technological developments over the next 5 years.	Cabinet  Deputy Leader and Cabinet Member for Community Protection, Digital Transformation, Housing Provision and Housing Needs Date 1 <sup>st</sup> added: 3 November 2021	13 Jan 2022		Consultation will have been undertaken with resident representation groups, other stakeholders and partner organisations as appropriate.	Open
<b>Floating Bridge 6 - outcomes from Gateway 5 Review</b>  Outcome of the Gateway Review and consideration of options and actions arising in relation to Floating bridge 6.	Cabinet  Cabinet Member for Highways PFI, Transport and Infrastructure Date 1 <sup>st</sup> added: 3 November 2021	13 Jan 2022		Interviews with identified stakeholders	Open
<b>Deployment of Electric Vehicle Charge Points in council car parks.</b>  A proposal for the deployment of fast and rapid charge points in council owned car parks, to be fully funded and operated by a third party.	Cabinet  Cabinet Member for Highways PFI, Transport and Infrastructure Date 1 <sup>st</sup> added: 1 December 2021	13 Jan 2022	Report	Town & Parish Councils will be consulted and the outcomes included in the report.	Open
<b>Amendments to the Covert Surveillance Policy</b>  Amendment to policy to reflect recommendation of regulatory inspection	Cabinet  Date 1 <sup>st</sup> added: 1 December 2021	13 Jan 2022		Internal Only	Open

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<b>Pay Policy</b>  The Localism Act 2011 requires English and Welsh local authorities to produce a pay policy statement for 2012/13 and for each financial year after that. This is the updated version for the coming year.	Full Council  Date 1 <sup>st</sup> added: 1 December 2021	19 Jan 2022			Open
<b>Gambling Act Policy</b>  Scheduled review of the Gambling Act Policy required under the Gambling Act 2005.	Full Council  Deputy Leader and Cabinet Member for Community Protection, Digital Transformation, Housing Provision and Housing Needs Date 1 <sup>st</sup> added: 4 August 2021	19 Jan 2022		Internal and External	Open
<b>Annual Progress Report on Housing Strategy Action Plan</b>  A Progress Report against the housing strategy action plan since the adoption of the 5-Year housing strategy in 2020	Cabinet  Date 1 <sup>st</sup> added: 3 November 2021	10 Feb 2022		Call-over and housing governance groups	Open

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<b>Budget and Council Tax Setting 2022-2023 and Future Years Forecasts</b>	Cabinet	10 Feb 2022		Budget consultation takes place as separate exercise and results included in report	Open
	Full Council	23 Feb 2022			
Budget and Council Tax Setting	Cabinet Member for Strategic Finance, Corporate Resources and Transformational Change Date 1 <sup>st</sup> added: 3 November 2021				
<b>Quarterly Performance Monitoring Report - Q3</b>	Cabinet	10 Feb 2022			Open
To report on progress against the Corporate Plan	Date 1 <sup>st</sup> added: 4 August 2021				
<b>Determining School Admission Arrangements</b>	Cabinet	10 Feb 2022		Schools	Open
Admissions arrangements for community and voluntary controlled schools must be set before 28 February 2022.	Cabinet Member for Children's Services, Education and Lifelong Skills Date 1 <sup>st</sup> added: 4 August 2021				
<b>Future External Audit Arrangements from 2023/24</b>	Full Council	23 Feb 2022			Open
Decision to opt into the National Scheme for Auditor Appointments managed by PSAA as the Appointing Person	Cabinet Member for Strategic Finance, Corporate Resources and Transformational Change Date 1 <sup>st</sup> added: 3 November 2021				



Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<b>Approval of Members' Allowance Scheme (2022-23)</b>  To approve the Members' Allowance Scheme (2022-23) as required by the Local Authorities (Members Allowances) (England) Regulations 2003.	Full Council  Date 1 <sup>st</sup> added: 1 December 2021	23 Feb 2022		Councillors, Designated Independent Persons and members of the Independent Remuneration Panel	Open

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<p><b>Transfer of Ownership and Transfer of Major Shareholding of Amey (iow) SPV and the Works and operating Sub-Contractor</b></p> <p>Ferrovial divested the service portfolio known as Amey PLC several years ago to sell. This included all child companies of Amey Plc and the special purpose vehicles operating Service contracts.</p> <p>Ferrovial is nearing a sale of Amey PLC however that sale will not include the four energy from waste contracts they hold, including the Isle of Wight. These contracts are proposed to be re-invested into the Ferrovial Portfolio under a new company created for this purpose.</p> <p>The decision to be made is if the Authority provides consent for the Transfer of Ownership &amp; Transfer of Major Shareholding of Amey (iow) SPV and the Works and operating Sub-Contractor to the proposed new structure.</p>	<p>Cabinet</p> <p>Cabinet Member for Environment, Heritage and Waste Management</p> <p>Date 1<sup>st</sup> added: 6 October 2021</p>	<p>10 Mar 2022</p>		<p>Internal consultation with Finance, external professional advice from legal advisors.</p>	<p>Open</p>

Title and Summary of Proposed Decision	Decision Making Body and name of relevant Cabinet Member	Meeting Date/Proposed Publishing Date	Relevant documents submitted to decision maker to be considered*	Consultees (including town and parish councils) and Consultation Method	May report or part of report be dealt with in private? If so - why?
<b>Determine the pattern of School Term and Holiday Dates for 2023/24</b>  To set the school year to be followed by community and voluntary controlled schools in the school year 2023/24	Cabinet  Cabinet Member for Children's Services, Education and Lifelong Skills Date 1 <sup>st</sup> added: 4 August 2021	10 Mar 2022		Educational establishments and professional bodies	Open
<b>Director of Public Health Annual Report</b>	Cabinet  Cabinet Member for Adult Social Care, Public Health Date 1 <sup>st</sup> added: 1 June 2021	10 Mar 2022			Open



## Corporate Scrutiny Committee - Workplan 2021/22

DATE	AGENDA ITEMS	DESCRIPTION & BACKGROUND	RESPONSIBILITY
15 Dec 2021	Council Website	The Audit Committee at its meeting on 27 September 2021 requested that this committee look at the Council's website component of the Digital Strategy. In addition this links in with the strategic priority within the Corporate Plan to create a new accessible council website. Phase 1 of this project will include services for planning, fostering, registrars; coastal management; parking; adult community learning and adult social care to be operable by 31 March 2022.	Cabinet Member for Community Protection, Digital Transformation, Housing Provision and Housing Needs  Director of Resources
	Commercial Property Acquisition Strategy	<ul style="list-style-type: none"> <li>The Audit Committee at its meeting on 27 September 2021 requested that this committee should look at the financial impact on the councils' revenue by having vacant units. This Committee has already identified its wish to include in its workplan an item to review the Investment Strategy 2021/22. This was</li> <li>To review the evaluations and predictions contained within the strategy to see if outcomes were realised.</li> <li>To identify changes that should be incorporated within the 2022/23 strategy.</li> <li>To assess the part played by the strategy within the Council's overall medium term financial strategy</li> <li>To demonstrate that the investment in commercial property off Island brings financial benefits to the Council's overall budget</li> </ul>	Cabinet Member for Strategic Finance, Transformational Change and Corporate Resources  Section 151 Officer
	Task and Finish Group on Island Plan	To consider the report and recommendations of the Task and Finish Group	Cllr Peter Spink – Lead councillor Scrutiny Officer

	<p>Items to be considered by the Cabinet:</p> <ul style="list-style-type: none"> <li>- The Isle of Wight Council (Various Streets, East Cowes) (Traffic Regulation) Order No 1 2021</li> <li>- The Isle of Wight Council (Various Streets, Cowes) (Traffic Regulation) Order No 1 2021</li> <li>- The Isle of Wight Council (Horsebridge Hill, Newport) (Traffic Regulation) Order No 1 2021</li> <li>- Closure of Carisbrooke College 6<sup>th</sup> Form – Final Decision</li> <li>- Isle of Wight Skills Plan</li> <li>- Lowering the Age Range of Hunnyhill Primary School – Consultation outcome</li> <li>- Local Council Tax Support Scheme</li> <li>- Newport Harbour – Supplementary Planning Document</li> <li>- Dark Skies Initiative</li> <li>- Green Garden Waste Subscription Service Fees and Charges Review</li> <li>- Strategy for the Provision of Support within Safe Accommodation 2021-2024</li> <li>- Development of Relocatable Homes</li> <li>- Discretionary Housing Payment Policy</li> <li>- Review of the Public Health Partnership Function between Isle of Wight Council and Hampshire County Council</li> <li>- Disposal of Ryde Harbour and Adjoining Land to Ryde Town Council</li> </ul>	<p>To review items due to be considered by the Cabinet on 16 December 2021, and where appropriate, make comments or recommendations that the committee believe should be considered prior to a decision being made.</p>	
<b>11 Jan 2022</b>	Draft budget proposals for 2022- 2023	To comment on outline budget proposals.	<p>Leader of the Council</p> <p>Cabinet Member for Strategic Finance, Transformational Change and Resources</p> <p>Section 151 Officer</p>

	Corporate Plan Spotlight	To seek an overview from relevant Cabinet Members in relation to progress with key activities contained in the Corporate Plan coming within their portfolio.	Cabinet Members
	Items to be considered by the Cabinet: <ul style="list-style-type: none"> <li>- Request for Isle of Wight Council support in principle for the proposed development of a new community ferry service to the Island</li> <li>- Name change – Fairway Athletics Track</li> <li>- Supporting the UNESCO Biosphere</li> <li>- Street Trading Policy</li> <li>- Hackney and Private Hire Licensing Policy</li> <li>- School Funding Formula and budget setting 2022-23</li> <li>- Isle of Wight Digital Strategy 2021-2026</li> <li>- Floating Bridge 6 – Outcomes from Gateway 5 Review</li> </ul>	To review items due to be considered by the Cabinet on 13 January 2022, and where appropriate, make comments or recommendations that the committee believe should be considered prior to a decision being made.	
<b>8 Feb 2022</b>	Budget proposals for 2022-23	To comment on draft budget proposals	Leader of the Council Cabinet Member for Strategic Finance, Transformational Change and Resources Section 151 Officer
	Corporate Plan Spotlight	To seek an overview from relevant Cabinet Members in relation to progress with key activities contained in the Corporate Plan coming within their portfolio.	Cabinet Members
	Items to be considered by the Cabinet: <ul style="list-style-type: none"> <li>- Annual progress report on Housing Strategy Action Plan</li> <li>- Quarterly Performance Monitoring Report – Q3</li> <li>- Determining School Admission Arrangements</li> <li>- Budget and Council Tax Setting 2022-2023 and Future Years Forecasts</li> </ul>	To review items due to be considered by the Cabinet on 10 February 2022, and where appropriate, make comments or recommendations that the committee believe should be considered prior to a decision being made.	

<b>8 Mar 2022</b>	Annual Scrutiny Report	To review the work of Scrutiny and make recommendations for improvements where appropriate.	Chairman of the Corporate Scrutiny Committee Statutory Scrutiny Officer
	Corporate Plan Spotlight	To seek an overview from relevant Cabinet Members in relation to progress with key activities contained in the Corporate Plan coming within their portfolio..	Cabinet members
	Items to be considered by the Cabinet: <ul style="list-style-type: none"> <li>- Director of Public Health Annual Report</li> <li>- Determine the Pattern of School Term and holiday dates 2023-24</li> <li>- Transfer of Ownership and Transfer of major Shareholding of Amey (iow) SPV and the works and operating sub-contractor.</li> </ul>	To review items due to be considered by the Cabinet on 10 March 2022, and where appropriate, make comments or recommendations that the committee believe should be considered prior to a decision being made.	