

**POLICY AND CORPORATE RESOURCES  
OVERVIEW AND SCRUTINY COMMITTEE**

**Monday 24<sup>th</sup> September 2018**

**PRESENT-** Councillor Harling, in the Chair, Councillors Connor, Groves Liddle, Mahmood, N. Slater, and Whittle.

**Also present-** Councillor Andy Kay, Executive Member, Resources

Paul Fleming, Director of Digital Technology and Business Change

Paul Conlon, Democratic Services.

**RESOLUTIONS**

**1. Welcome and apologies**

The Chair welcomed those present to the meeting and informed the Committee that apologies had been submitted from Councillor Colin Rigby

**2. Declarations of Interest.**

The Committee were informed that there were no interests declared.

**3. Minutes of the meeting held on 25<sup>th</sup> June 2018**

The minutes of the meeting held on 25<sup>th</sup> June 2018 were submitted

**RESOLVED**

That the minutes of the meeting held on 25<sup>th</sup> June be agreed as a correct record and signed by the Chair.

**4. Budget 2018/19**

The Executive Member updated the Committee on the on the issues relating to the Councils budget for 2019 and onwards.

**5. Delivery of the Digital Strategy**

The Director of Digital and Business Transformation set out the Council approach to delivering a digital transformation that would ensure that the Council met the challenges of the digital age and that services continued to meet the needs of the residents of the borough especially those who were hard to reach.

The aim of the strategy was to empower and satisfy customers, create a modern workforce, enable digital citizens and a digital Borough and to ensure that we worked in partnership with other providers.

The Strategy set out a number of values and behaviours to achieve the aims. These included-

1. Ambition, persistence and creativity to change and innovate
2. Flexibility around how we work and what we work on
3. Building trusted relationships across sectors and groups. Being open to possibilities

The Committee were informed that there was an aim to ensure that digital transactions were the first way of dealing with the Council. The new website, applications, and contact points were being updated to ensure that the council could meet the needs customers. The aim of the strategy was to empower residents to do things for themselves and take control. The committee were informed of the work that was ongoing relating to the infrastructure and access to wi- fi, broadband for homes and businesses and links with education and business to ensure that we were solving key problems with digital solutions.

The Committee were also informed of the work with partners and how integration of services could be advantageous in the future. The work with Health and Social Care and the benefits of shared information and access was outlined and the use of wellness platforms, tele-health and care and electronic referrals was outlined and the committee considered the impact of the strategy on education including Digital Apprenticeships

To date a number of projects had begun; these included a review of the Councils Digital Strategy, the continued digitisation of services and the increase of online contracts. The website project was underway and the launch of the capital programme had taken place in July. A digital Task Team had been established and a digital governance board established.

Work was also ongoing to enable Mobile working and devices and applications were being rolled out. Automatic workflows were being used and digital skills introduced. A number of digital champions were also being used. The challenges faced in transition were outlined and these included ensuring that there was organisational readiness and culture and that cyber and information security was in place and considered. The co-designing of solutions was being examined.

The Committee thanked the Executive Member and the Director of Digital and Business Change for their attendance. The Committee then proceeded to look at the issue and the ways that the Committee could add value looking at the issue. Members drew attention to the work that was being undertaken at a neighbourhood level and that joint working that took place with partner agencies however

## **RESOLVED**

That a task group meet to examine the progress of the strategy and how this will seek to meet the needs of the customers, especially those who were hard to reach.

**6. Work Programme for the Committee.**

The Committee noted the suggestions that had been put forward by members and task groups that would be established to focus on the key issues. Progress of the task groups would be reported to the full Committee for consideration. The next meeting of the committee would look at progress and the issue of Sickness, Absence and Wellbeing and the way the Council deals with this.

**RESOLVED-**

That the report be noted and the progress of the Task Groups be submitted to the Committee for consideration.

Chair of the Committee .....

Date of the meeting at which the minutes were signed.....