

# Public Document Pack



**North East  
Derbyshire**  
District Council

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Date: Monday, 21 March 2022

To: **Members of the Organisation Scrutiny Committee**

Please attend a meeting of the Organisation Scrutiny Committee to be held on **Tuesday, 29 March 2022 at 10.00 am in the Council Chamber**, District Council Offices, Mill Lane, Wingerworth, Chesterfield S42 6NG.

Yours sincerely

A handwritten signature in black ink that reads 'Sarah Steuberg'. The signature is written in a cursive style.

**Assistant Director of Governance and Monitoring Officer**

## **Members of the Committee**

<b><u>Conservative Group</u></b>	<b><u>Labour Group</u></b>	<b><u>Independent Group</u></b>
Councillor Stephen Clough Councillor Heather Liggett Councillor David Drabble Councillor Diana Ruff Councillor Philip Wright	Councillor Joseph Birkin Councillor Maggie Jones Councillor Pat Kerry	Councillor John Funnell

**For further information about this meeting please contact: Damon Stanton 01246 217011**

# **AGENDA**

## **1 Apologies for Absence**

## **2 Declarations of Interest**

Members are requested to declare the existence and nature of any disclosable pecuniary interests and/or other interests, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

## **3 Minutes of Last Meeting (Pages 4 - 9)**

To approve as a correct record and the Chair to sign the Minutes of the Organisation Scrutiny Committee held on 1 February 2022.

## **4 Scrutiny Review - ICT and Transformation**

Interview –

10.00 am – Rachael Pope, Customer Services Manager.

## **5 Update on Apprenticeships/Degrees**

Sara Gordon, HR and OD Manager.

## **6 Scrutiny Review - ICT and Transformation (Pages 10 - 21)**

Triangulation of Evidence.

## **7 Forward Plan of Executive Decisions**

To consider the Forward Plan of Executive Decisions. The most up-to-date Forward Plan of Executive Decisions can be accessed via the following link:

<https://democracy.ne-derbyshire.gov.uk/mgListPlans.aspx?RPId=1137&RD=0&bcr=1>

## **8 Work Programme (Pages 22 - 28)**

To consider the Work Programme for the Organisation Scrutiny Committee 2021/22 and review the proposed workload.

## **9 Additional Urgent Items**

To consider any other matter which the Chair of the meeting is of the opinion should be considered as a matter of urgency.

## **10 Date of Next Meeting**

The next meeting of the Organisation Scrutiny Committee is scheduled to take place on Tuesday 10 May 2022 at 10.00 am.

## 11 Venue for Next Meeting

To determine whether the next meeting be held formally (in person) at Mill Lane or informally via virtual conference call.

# We speak your language

**Polish**  
*Mówimy Twoim językiem*

**Romanian**  
*Vorbim limba dumneavoastră*

**Urdu**  
ہم آپ کی زبان بولتے ہیں

**Chinese**  
我们会说你的语言



North East  
Derbyshire  
District Council



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## ORGANISATION SCRUTINY COMMITTEE

### MINUTES OF MEETING HELD ON TUESDAY, 1 FEBRUARY 2022

#### **Present:**

Councillor Stephen Clough (Chair) (in the Chair)  
Councillor Heather Liggett (Vice-Chair)

Councillor Joseph Birkin  
Councillor Maggie Jones  
Councillor Philip Wright

Councillor John Funnell  
Councillor Pat Kerry

#### **Also Present:**

A Bashir	Improvement Officer
M Broughton	Director of Transformation
S Lee	Strategic Partnership Co-ordinator
D Vickers	Digital Communications Officer
D Stanton	Governance Officer
A Bond	Governance Officer
E Holt	Citizens Advice Mid Mercia
G Sladen	Citizens Advice North East Derbyshire

#### **OSC/ Apologies for Absence**

47/2

1-22 An apology for absence had been received from Councillor D Ruff.

#### **OSC/ Declarations of Interest**

48/2

1-22 Members were requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

Councillor J Funnell declared that he was a trustee at Citizens Advice.

#### **OSC/ Minutes of Last Meeting**

49/2

1-22 RESOLVED – That the Minutes of the previous meeting of the Organisation Scrutiny Committee held on 7 December 2021 be approved as a correct record and signed by the Chair.

#### **OSC/ Scrutiny Review**

50/2

1-22 Members conducted a series of interviews with Officers and representatives from Citizens Advice as part of their Scrutiny Review into ICT and Transformation.

#### **Interview One with Citizens Advice**

The Committee welcomed Gillian Sladen (CEO of NED Citizens' Advice) and

Liz Holt (CA Mid Mercia) to the meeting to discuss the Digital Connect Project which was provided by Citizens' Advice and delivered by CA Mid Mercia).

Members heard that the pandemic had highlighted a digital divide between generations and communities. Because of this, a digital skills project had been established to help level up and strengthen skills in the community, reduce digital exclusion, reduce social isolation and have a positive impact on mental health. Four Derbyshire Citizens Advice organisations were collaborating on a number of projects and had been able to establish good referral pathways.

The Committee was informed that the project had supported clients over the age of 50 throughout North East Derbyshire through a person centred 1:1 approach that included a tablet loaning service.

The Representatives stated that 131 face to face sessions had been completed and that a majority of referrals to the project had been self-referrals. Members heard that 100% of clients felt more confident after the sessions and 89% of clients had expressed reduced social isolation and increased connectivity. There were also plans to extend its community based venues to Killamarsh, Dronfield and Holmewood.

Members discussed the Digital Connect Project at length and enquired as to the level of funding that the project received. Members heard that the project received £59,903 of funding and that more volunteers were needed so that more people could be supported. The Strategic Partnership Coordinator stated that they would look into the possibility of advertising the project within the next addition of the Council magazine.

Members invited Citizens Advice to attend local residents groups and meetings so that they could promote the project.

The Strategic Partnership Coordinator clarified the Council's relationship with Citizens Advice for Committee and that the project was not funded by the Council.

Members noted that DCC Library Services could offer support completing online forms and Rykneld also provided a certain level of support to their residents.

### **Interview Two with the Communications Marketing & Design Manager and the Improvement Officer**

#### **1. What Progress has been made towards full digital service?**

The Communications, Marketing & Design Manager informed Members that the Council's online channels had been increasing. At the time of the meeting, 7,500 residents had signed up to receive emails from the Council. This included 4000 residents that had signed up to receive email updates on bin collections.

Committee also heard that the Communications Team assisted other departments and services to deliver new digital initiatives.

The Improvement Officer told Committee that Equalities were constantly improving services and making them more digitally accessible. This included the addition of a number of virtual forms such as the Reasonable Adjustments and Hate Crime forms. Digital services were promoted across a number of channels.

Members discussed the Interviewees responses and sought assurances that residents were not being left behind.

Committee noted that in-person channels would remain open as digital services increased and that digital services had only recently been implemented but they were being actively promoted.

## 2. How easy and intuitive are the services we have introduced?

Members heard that in 2020 a new website was delivered that was mobile and tablet compatible.

The Officers stressed the importance of using plain English and infographics where possible. The website was assessed and had a reading age of 11, and the entire site was 92% accessible, this was in the top quarter of all Councils nationally.

Committee noted that the digital services underwent a constant improvement cycle to ensure the services were as intuitive and accessible as possible.

## 3. How do we promote digital services and how are we measuring the customer experience?

Committee heard that a wide range of communication channels were used in order to reach as many people as possible. Website and YouTube links were included on the News that is sent out to every household in the District. Customer experience was continuously monitored via satisfaction surveys. The Council was also signed up to the BSL Charter and had a video relay service with a BSL interpreter that residents were able to utilise.

## 4. How are we ensuring that all customers can access digital services, and what are we doing to help those can't?

The Officers stated that the Council's printed publication; The News, was distributed to all houses in the District. This was a vital channel for residents who could not or would not access digital services.

They also suggested that various "how to" videos could be created to show residents the ease of accessing and using the online services. In addition to this, targeted advertisements could be used to increase engagement from certain demographics.

Members discussed the importance of ensuring that residents were not left behind. They heard that the number of residents that had indicated they would not use the digital services had decreased and was now only six out of a surveyed 130 residents.

Equality impact assessments were also used to ensure that residents were not being left behind. Data from the census would be made available in March and this would feed into equality impact assessments.

#### 5. What are the costs of implementation?

Members heard that the proposed “how to” videos would not incur any cost. The Communications team would be making changes to staffing management in order to benefit the Council as a whole. This would include assessing content sent to them by other Departments in order to ensure it was uploaded to the most suitable location.

The Improvement Officer informed Members that the video relay service was a pay as you go service and that the charge was to the Council and not residents. This service was not being used much at present and required increased promotion as well as case studies to assess its effectiveness.

#### 6. What are the barriers to success?

Committee heard that some of the barriers to success included the confidence of residents and a willingness to engage with the digital services. This could be resolved by engaging with the community on a more personal level.

The Improvement Officer noted a reluctance of some residents towards using the various services. This was remedied by having the video relay service promoted by deaf residents. The Deaf Forum also attended the Meet the Council event.

Members enquired as to the budget made available for these services and if there was a breakdown into the residents that did not want to access these services.

Committee noted that there was a Council wide social media budget of £500. A breakdown of residents that did not want to access the digital services was not possible at the present time but data could be gathered by interacting with the Community.

Officers stated the importance of ensuring that progress continued to be evidence led.

#### 7. Do you have any other opinions/suggestions to improve digital services?

Members were informed that Staff were constantly attending various training courses, this included a recent accessibility awareness course.

It was noted that guidance had been made available on the extranet for other Council Departments on how files should be sent to the Communications Team.

The Communications, Marketing & Design Manager suggested using a suite of laptops to demonstrate digital services to residents.

The Improvement Officer stated that an equality impact assessment should always be the first consideration when establishing a new service. It was also important to ensure accessibility through the use of subtitles on videos and other reasonable adjustments such as sending out extracts of The News in braille.

**OSC/ Transformation Programme Update**

**51/2**

**1-22** The Director of Transformation provided an update on the Transformation Programme.

Members discussed the presentation at length. They heard that the overall cost of digital transformation was difficult to quantify, and often savings could take a number of years to materialise.

Committee enquired as to where the funding would come from if they desired to take a more proactive role in bringing digital skills to the community. They heard that this could be funded through the Partnership Team and delivered through Citizens Advice. It was noted that digital Council services had been demonstrated to residents at events and a marketing campaign was due to begin that would help with this. The Officer recognised that more work needed to be done to promote the digital services.

The Officer reassured Members that any disabilities and additional needs would be taken into account as the Council began to consider new working arrangements and Office layouts for staff.

Members discussed the increased cost of ICT infrastructure and heard that these improvements were made through service areas putting in an appropriate business case and normal budget processes.

**OSC/ Forward Plan of Executive Decisions**

**52/2**

**1-22** RESOLVED – That the forward plan of Executive Decisions be noted.

**OSC/ Work Programme**

**53/2**

**1-22** RESOLVED – That the Work Programme be noted.

**OSC/ Additional Urgent Items**

**54/2**

**1-22** There were no urgent items discussed at this meeting.

**OSC/ Date of Next Meeting**

**55/2**

**1-22** The next meeting of the Organisation Scrutiny Committee will be held on 29 March 2022 at 10am.

**OSC/ Venue for Next Meeting**

**56/2**

**1-22** The next meeting of the Organisation Scrutiny Committee will be held in the

Council Chamber, Mill Lane.

## Organisation Scrutiny Committee

31 August 2021

### MINUTE EXTRACT

#### **OSC/ Scrutiny Review - ICT and Transformation**

**23/2**

**1-22**

The Portfolio Holder for Leisure, Transformation and Climate Change, and the Joint Head of Transformation and Organisation were present at the meeting to discuss the Council's ICT Digital Transformation.

Members received a presentation and heard that the Council had set out its transformation vision through a number of strategic documents including the Council Plan, Carbon Reduction Plan, Leadership Programme, and Digital Transformation Strategy.

The presentation outlined the significant progress made on the delivery of the Council's Digital Transformation Strategy, which included a broad area of work spanning a number of different departments and directly impacted customers, residents and businesses. The Committee noted that digital transformation presented an opportunity to improve Council Services whilst reducing costs.

Members were informed about a number of significant Digital Transformation projects and achievements which included a multi-channel solution to the contact centre with webchat implemented (and email next); increased the number of forms and services available on self-service from 14 transactions in 2018 to over 80 which were available and accessible on all digital devices; improved online services for businesses; free digital training for residents aged 50 and above; and a PSN (Public Services Network) accreditation obtained for 2021.

The Joint Head of Transformation and Organisation commented that the Council had been able to operate more effectively throughout the Pandemic due to the existing digital infrastructure that had been put in place. The Pandemic had accelerated the Council's digital transformation.

The Committee enquired about the potential for system outages. The officer stated that whilst it was possible, a full system outage was unlikely. Members heard that in the past 12 months, there had been one major outage that lasted 4 hours and only affected emails. All Council data was 'backed up' and there was a shift planned for data to be stored in the cloud so that it was not held locally.

The Committee agreed that it was important for residents who were not computer literate to still receive support. The Joint Head of Transformation and Organisation commented that residents could still call the contact centres and that the Council was not removing services, but instead 'channel shifting' and encouraging users to use digital services. It was stated, for example, that

Universal Credit was entirely digital, and the Council provided digital assistance to users.

The Portfolio Holder for Leisure, Transformation and Climate Change discussed how the Council currently communicated with residents who were unable to access the internet. Those mediums of communication included newsletters and magazines which were posted to every house in the District on a quarterly basis, and press releases to newspapers and radio. Surveys were also used, however, the Portfolio Holder acknowledged that their success was limited.

The Committee discussed productivity and home working. In this context, Members were reminded that employees were still expected to be managed at home similarly to the office, albeit remotely by their line managers. The officer explained that although measuring any change to productivity through home working was difficult, there were some obvious benefits such as reduced travel to the office.

Members heard that the Authority still believed that social interaction was important to workplace culture, and as such although some employees were at home, they should not be isolated. Potential changes to the Mill Lane offices were discussed that could better accommodate hybrid working, and it was hoped there would be some technological solution to socially re-connect teams that were working remotely.

The Committee discussed the savings and costs to the Authority of the Digital Transformation. The Portfolio Holder for Leisure, Transformation and Climate Change commented that some savings were difficult to calculate, as a cost that could arise out of one budget could make savings for another department. It was agreed that Members were to be provided with a report which outlined direct costs to the overall budget.

Members had a wide ranging discussion on scoping the Scrutiny Review which included reviewing the user experience (for customers, staff and Members), reviewing the digital infrastructure and digital connectivity in the District, and Members IT.

RESOLVED – That the update be noted.

## Organisation Scrutiny Committee

07 December 2021

### MINUTE EXTRACT

#### **OSC/ Scrutiny Review**

**42/2**

**1-22**

Members conducted a series of interviews with Heads of Service to assess the accessibility of the Council's online services.

#### **Interview One with the Projects & Development Manager**

1. **What progress has been made towards full digital services?**

Committee heard that the Projects and Development Manager had worked alongside the Joint ICT Service to develop online forms, contact centre scripts and build websites. They had also supported all service areas with digital transformation.

Members heard that they had achieved their target goal of 50% digital services in quarter two, the current figure was at 51.19%.

The Officer informed Members that work was being undertaken to ensure that residents could access information online. The website included one page for all online services such as 101 forms. This also included forms available through Derbyshire County Council (DCC), revenue and planning. The page also contained redirection links to the Parish or County Council if the District was unable to provide the relevant information.

Committee heard that interest in online services had increased since the start of the pandemic but some residents would still prefer to use traditional methods of communication such as via the telephone or in-person visits.

Members requested to view a breakdown of this information.

2. **How easy and intuitive are the services we have introduced?**

Members heard that the services were designed to be as easy and intuitive as possible but residents have different needs and it is not intuitive for all individuals to work online.

The Council had less control over third party forms, such as those used by revenue and planning, but they provided guidance on these and residents had the ability to phone the contact centre for assistance completing forms.

The Officer informed Members that they had not received much negative feedback but this did not mean that residents weren't struggling.

3. **How do we promote digital services and how are we measuring the customer experience?**

The Officer informed Members that the Communications department advertised online services wherever possible. Information on what services the Council provided online were also included on the Streetscene newsletter. But residents that viewed this information were more likely to already know about online services. It would be important to find a method of contacting those residents that do not engage with many online services.

The Officer notified Members that customer experience was measured through an annual review but they would be adding a customer satisfaction survey to the end of every form in order to gain increased feedback.

4. **How are we ensuring that all customers can access digital services, and what are we doing to help those who can't?**

Members were informed that all service areas were promoting themselves digitally.

Committee heard that each individual would have different needs and requirements but it would be important to identify those individuals that cannot access online services so that the Council could improve its accessibility.

Members discussed reasons why residents could struggle to access online services and heard that it was younger people, rather than older people, that were becoming less connected through choice.

5. **What are the costs of implementation?**

The Officer informed Members that the cost of implementation would be around £13,000 per annum.

Members were informed that there was no budget in place for digital transformation. Instead it was funded as part of the Joint ICT Service. There was a £2000 software contingency but any other spend had to go through a report first.

Committee heard that the team consisted of a GIS Officer, a Property Gazette Officer, two part time form developers, a web developer shared between three authorities and a software developer. There was a vacant position for a senior application development officer.

6. **What are the barriers to success?**

Members heard that more investment was needed.

Other barriers to success included a high volume of emails received by the department and a lack of customer feedback.

7. **Do you have any other opinions/suggestions to improve digital services?**

The Officer suggested that a “single sign-on system” that gave residents complete access by linking services such as revenues and the Council’s self-service, would be beneficial but would include high costs for linking the accounts.

Members noted that consideration could also be given to a centralised and dedicated digital transformation budget, as currently digital transformation came out of individual departmental budgets.

**Interview Two with the Customer Services Manager**

The Customer Services Manager was unable to attend the meeting.

**Interview Three with the Revenues & Benefits Manager**

1. **What progress has been made towards full digital services?**

The Officer informed Members that it was important to ensure that residents who could not or would not access digital services were not restricted from those services. But it was also important to provide online services to those that wanted them.

A number of services could now be completed virtually such as online payments; housing benefit, council tax reduction, changing circumstances, council tax, business rates and benefits forms were available online. Residents could contact staff in person or over the phone to receive assistance completing any of these forms.

Residents could have their council tax bill, business rates and housing benefit letters emailed to them instead of posted through the mail. 3176 residents had signed up to view their council tax details online, over 9000 residents had their bill emailed, 189 residents had signed up to receive housing benefit details online, and 25 had signed up to view their business rates bill online. The Officer would like to increase these numbers.

Members heard that the department were advertising a post for progression of digital services.

The Officer informed Members that they would like to introduce a form for residents to inform the Council when they have moved out of the District. They would also like to design a form that could be used for a corporate perspective.

Committee discussed the various forms. In particular they enquired as to the cost and whether certain forms could be constructed in-house.

Members heard that IEG4 forms were around £29,000 per annum and Capita forms were sold as part of a package that cost £15,000 to £20,000

per annum. They also heard that certain forms would be difficult to build in-house as the external forms were intuitive to the Council's database.

2. **How easy and intuitive are the services we have introduced?**

Committee heard that a majority of the online forms were intuitive. If a resident had indicated that they were disabled then they would have different and more relevant questions to another resident that had not.

3. **How do we promote digital services and how are we measuring the customer experience?**

The Officer informed Members that information on digital services were promoted on outgoing bills and had been included on flyers with council tax and benefit letters. It was hoped that once filled, the new post would do more to help promote online services.

The Officer would identify residents that were not signed up for online accounts and email them information around the Council's online services.

4. **How are we ensuring that all customers can access digital services, and what are we doing to help those who can't?**

Members heard that residents could contact the department via telephone and staff would assist them in completing the forms. There was also a Visiting Officer who could perform home visits.

5. **What are the costs of implementation?**

Committee were informed that the contract with IED4 cost around £25,900 per annum and was set up as a two year contract with the option of extending.

The Council had a rolling contract with Capita. Because Capita had established the initial systems, it was more difficult for other providers to access information within the system.

The Officer informed Members that they were always reviewing services to ensure that they provided the best user experience and assessing whether to use an external or in-house form.

The Officer praised the work carried out by the in-house development team.

6. **What are the barriers to success?**

Members heard that the barriers to success included informing on and encouraging residents to use the online services.

7. **Do you have any other opinions/suggestions to improve digital services?**

The Officer suggested that more advertising should be done at the corporate level to inform residents on the online services offered by the Council.

It was important that the Council did not go completely digital as this would restrict access to residents.

## **Interview Four with the Service Manager for Environmental Health**

### **1. What progress has been made towards full digital services?**

The Officer listed a number of areas where the Council had progressed towards a full digital service. A majority of all front-facing environmental health services, such as pest control, were available online via a self-service portal.

Environmental Health had invested in a noise app that would allow residents to take a recording of noise nuisance and send it to the relevant officer. The department had also invested in a mobile inspection platform that would allow for a number of inspections to be built up and shared with the relevant businesses. As well as this, certificates and inspection results could all be supplied electronically to businesses.

New online services included a Covid self-assessment that businesses could complete online, a digital customer satisfaction survey to gauge how effective the food hygiene service had been delivered, and an online licensing application system was due to go live in March.

Committee heard that they would now be conducting research into mobile survey requests and inspections with the goal of establishing a more intuitive inspection based service that an officer could have access to on a tablet device.

### **2. How easy and intuitive are the services we have introduced?**

The services introduced were designed to be as user friendly and straightforward as possible.

Customer satisfaction surveys were needed to fully assess how easy and intuitive the services were.

### **3. How do we promote digital services and how are we measuring the customer experience?**

Committee heard that customer experience was not yet being monitored.

Members were informed that the Covid certification scheme had been promoted during visits to businesses and that the new scheme would be promoted via social media. The website was also utilised and information was marketed through emails.

Environmental Health had worked with the food standards agency to launch an online scheme. Officers worked with new businesses during visits to help them fill out the form.

**4. How are we ensuring that all customers can access digital services, and what are we doing to help those who can't?**

The Officer stated that they wanted to ensure that their digital services were easy to understand and access. This was being developed further by sending staff on deaf awareness courses.

The Officer informed Committee that they would like to see more work completed on disability awareness at a corporate level.

**5. What are the costs of implementation?**

Members heard that the cost of removing paper and handling time would provide savings but some of the digital solutions were also expensive and so it was important to balance these costs.

It would be important to roll services out wider to allow for other savings.

**6. What are the barriers to success?**

The Officer suggested that cost was the primary barrier to success. It would be crucial to make the right investments early on for savings down the line.

**7. Do you have any other opinions/suggestions to improve digital services?**

The Officer informed Committee that they would like to see investment in more digital services that would support people with additional needs.

The Committee heard that investment in a centralised communications system such as Microsoft 365 could also be considered.

## **Organisation Scrutiny Committee**

**01 February 2022**

### **MINUTE EXTRACT**

#### **OSC/ Scrutiny Review**

**50/2**

**1-22**

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#### **Interview One with Citizens Advice**

The Committee welcomed Gillian Sladen (CEO of NED Citizens' Advice) and Liz Holt (CA Mid Mercia) to the meeting to discuss the Digital Connect Project which was provided by Citizens' Advice and delivered by CA Mid Mercia).

Members heard that the pandemic had highlighted a digital divide between generations and communities. Because of this, a digital skills project had been established to help level up and strengthen skills in the community, reduce digital exclusion, reduce social isolation and have a positive impact on mental health. Four Derbyshire Citizens Advice organisations were collaborating on a number of projects and had been able to establish good referral pathways.

The Committee was informed that the project had supported clients over the age of 50 throughout North East Derbyshire through a person centred 1:1 approach that included a tablet loaning service.

The Representatives stated that 131 face to face sessions had been completed and that a majority of referrals to the project had been self-referrals. Members heard that 100% of clients felt more confident after the sessions and 89% of clients had expressed reduced social isolation and increased connectivity. There were also plans to extend its community based venues to Killamarsh, Dronfield and Holmewood.

Members discussed the Digital Connect Project at length and enquired as to the level of funding that the project received. Members heard that the project received £59,903 of funding and that more volunteers were needed so that more people could be supported. The Strategic Partnership Coordinator stated that they would look into the possibility of advertising the project within the next addition of the Council magazine.

Members invited Citizens Advice to attend local residents groups and meetings so that they could promote the project.

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The Improvement Officer noted a reluctance of some residents towards using the various services. This was remedied by having the video relay service promoted by deaf residents. The Deaf Forum also attended the Meet the Council event.

Members enquired as to the budget made available for these services and if there was a breakdown into the residents that did not want to access these services.

Committee noted that there was a Council wide social media budget of £500. A breakdown of residents that did not want to access the digital services was not possible at the present time but data could be gathered by interacting with the Community.

Officers stated the importance of ensuring that progress continued to be evidence led.

7. Do you have any other opinions/suggestions to improve digital services?

Members were informed that Staff were constantly attending various training courses, this included a recent accessibility awareness course.

It was noted that guidance had been made available on the extranet for other Council Departments on how files should be sent to the Communications Team.

The Communications, Marketing & Design Manager suggested using a suite of laptops to demonstrate digital services to residents.

The Improvement Officer stated that an equality impact assessment should always be the first consideration when establishing a new service. It was also important to ensure accessibility through the use of subtitles on videos and other reasonable adjustments such as sending out extracts of The News in braille.

**ORGANISATION WORK PROGRAMME 2021/22  
TUESDAY AT 10:00 AM**

**Chair: Cllr Steve Clough    Vice Chair Cllr Heather Liggett**

<b>MEETING DATE</b>	<b>AGENDA ITEM</b>	<b>SCRUTINY ACTIVITY</b>	<b>WHAT IT WILL COVER</b>	<b>UPDATE/COMMENTS</b>
<b>6<sup>th</sup> July, 2021</b>	Remit of the Committee		<ul style="list-style-type: none"> <li>• Briefing on Scrutiny:               <ul style="list-style-type: none"> <li>- Setting the scene</li> <li>- The terms of reference of the Committee</li> <li>- How the Committee operates, ways of working - Discussion</li> </ul> </li> </ul>	Sue Veerman - Overview and Scrutiny Manager/ Committee Members
	Selection of Scrutiny Review Topic	Review	<ul style="list-style-type: none"> <li>• To consider suggestions for review and select a topic for the Scrutiny Review</li> <li>• Consider what we want to look at</li> <li>• Consider stakeholders who we want to see</li> </ul>	Committee members

**Agenda Item 8**

	Draft Work Programme	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To consider the draft work programme for the year and any suggested items for inclusion</li> </ul>	Committee Members/ Sue Veerman - Overview and Scrutiny Manager
	List of key decisions	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To consider the Forward Plan of Executive Decisions</li> </ul>	Sue Veerman- Overview and Scrutiny Manager
<b>31<sup>st</sup> August, 2021</b>	Annual Report of Human Resources and Organisational Development	Monitor and challenge	<ul style="list-style-type: none"> <li>➤ Organisational Development</li> <li>➤ Apprentices</li> <li>➤ Question and Answer Session</li> </ul>	Human Resources Manager
	Scrutiny Review	Review	<ul style="list-style-type: none"> <li>➤ Scoping of Review including scene setting – ICT and Transformation</li> </ul>	Lead Officer Committee
	List of key decisions	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To consider the Forward Plan of Executive Decisions</li> </ul>	Sue Veerman Overview and Scrutiny Manager
	Scrutiny Work Programme	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To consider the Committees' work programme</li> </ul>	Sue Veerman Overview and Scrutiny Manager

5 <sup>th</sup> October, 2021	Whistleblowing	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>• Discussion with Monitoring Officer</li> </ul>	Sarah Sternberg accepted
	Ethics and Culture	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>• Discussion with a member of staff</li> </ul>	In private - accepted
	Scrutiny Review		<ul style="list-style-type: none"> <li>• Approval of Project Plan</li> <li>• Approval of timetable for the review</li> <li>• Documentation</li> </ul>	
	List of key decisions	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>• To consider the Forward Plan of Executive Decisions</li> </ul>	Sue Veerman Overview and Scrutiny Manager
	Scrutiny Work Programme	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>• To consider the Committees' work programme</li> </ul>	Sue Veerman Overview and Scrutiny Manager

7 <sup>th</sup> December, 2021	Scrutiny Review	Consultee, monitor and challenge	Interviews <ul style="list-style-type: none"> <li>• Kristen O Gorman - Project and Development Manager 10.00</li> <li>• Andrew Gascoigne - Revenues and Benefits Manager 11.00</li> <li>• Matt Finn – Environmental Health Manager 11.30</li> </ul>	Committee
	Forward Plan of Executive Decisions	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>• To consider the Forward Plan of Executive Decisions</li> </ul>	Overview and Scrutiny Manager
	Scrutiny Work Programme	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>• To consider the Committees’ work programme</li> </ul>	Overview and Scrutiny Manager
<b>1<sup>st</sup> February, 2022</b>	Scrutiny Review – ICT & Transformation	Review	Interviews <ul style="list-style-type: none"> <li>• Gillian Sladen (CEO of Citizens Advice NED) &amp; Liz Holt (CA Mid Mercia) 10.00</li> <li>• David Vickers &amp; Amar Bashir 10.30</li> </ul>	Committee

	Transformation Programme update	Monitor and challenge	<ul style="list-style-type: none"> <li>To consider progress against the action Plan (including WFH project and impacts of Pandemic)</li> </ul>	Lee Hickin –Director Matt Broughton – HOS
	List of key decisions	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To consider the Forward Plan of Executive Decisions</li> </ul>	Overview and Scrutiny Manager
	Scrutiny Work Programme	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To consider the Committees’ work programme</li> </ul>	Overview and Scrutiny Manager
<b>29<sup>th</sup> March, 2022</b>	Scrutiny Review – ICT & Transformation	Review	<p>Interviews</p> <ul style="list-style-type: none"> <li>Rachael Pope - Customer Services Manager - <b>Accepted</b></li> </ul>	Committee Members
		Consultee, monitor and challenge	<p>Update on apprenticeships/degrees from the HR &amp; OD Manager - <b>Accepted</b></p>	Sara Gordon – HR & OD Manager
	Scrutiny Review – ICT & Transformation	Review	<ul style="list-style-type: none"> <li>Triangulation of evidence – Scrutiny Review</li> </ul>	Committee Members

	List of Key Decisions	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To consider the Forward Plan of Executive Decisions</li> </ul>	Damon Stanton – Senior Scrutiny Officer
	Scrutiny Work Programme	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To consider the Committee’s Work Programme</li> </ul>	Damon Stanton – Senior Scrutiny Officer
<b>10<sup>th</sup> May, 2022</b>	Draft Scrutiny Review report	Review	<ul style="list-style-type: none"> <li>To agree the draft report for Scrutiny Review</li> </ul>	
	Members IT provisions	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To receive an update on Members IT</li> </ul>	<p>Matt Broughton – Director of Transformation</p> <p>Sarah Sternberg – Assistant Director of Governance and Monitoring Officer</p>
	Monitoring of O&S recommendations	Monitor	<ul style="list-style-type: none"> <li>To monitor the implementation of previous committee and review recommendations</li> </ul>	Damon Stanton – Senior Scrutiny Officer
	List of key decisions	Consultee, monitor	<ul style="list-style-type: none"> <li>To consider the Forward Plan of Executive Decisions</li> </ul>	Damon Stanton – Senior Scrutiny Officer

		and challenge		
	Scrutiny Work Programme	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To consider whether the Committees' work programme has been completed at year end</li> </ul>	Damon Stanton – Senior Scrutiny Officer