

NORTH EAST DERBYSHIRE DISTRICT COUNCIL

SCRUTINY PROJECT MANAGEMENT

DRAFT PROJECT PLAN

<u>NAME OF COMMITTEE:</u> ORGANISATION SCRUTINY	<u>SCRUTINY OFFICER:</u> Damon Stanton
SUBJECT TO BE REVIEWED	ICT and Transformation
REASON(S) FOR THE REVIEW	To ensure the Councils Digital Strategy is fit for purpose and will help improve service delivery to customers
IDENTIFY APPROPRIATE CORPORATE OBJECTIVES	<ul style="list-style-type: none">• Delivering high quality services by engaging with residents, partners and Council staff• Enhancing our residents' quality of life
TERMS OF REFERENCE	<ul style="list-style-type: none">• To understand the Councils Digital Transformation agenda for delivery of services• To ensure it is being implemented effectively and fairly
AIMS AND OBJECTIVES OF REVIEW	<ul style="list-style-type: none">• To review what services are currently available digitally• To review how services have been implemented and what measures the Council takes to ensure customers have access to the services• To ensure Customers' needs are being considered in the digital transformation of our services• To identify any further improvements that can be made

KEY ISSUES	<ul style="list-style-type: none"> • What progress has been made towards full digital services • How easy and intuitive are the services we have introduced • How do we promote digital services and how are we measuring the customer experience • How are we ensuring all customers can access digital services • Costs of implementation • Barriers to success
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TIMESCALE	ESTIMATED	REVISED	ACTUAL
Commencement	31 st August, 2021		
Finish	10 th May, 2022		
Report	June 2022		

METHOD(S) OF REVIEW:	<ul style="list-style-type: none"> • Stakeholder Interviews • Review of relevant documentation • Relevant data and analytics
IMPLICATIONS: (legislative, regulatory, etc)	

<p>DOCUMENTARY EVIDENCE: (Internal/External)</p>	<ul style="list-style-type: none"> • Scene setting presentation from Head of Transformation and Organisation and the Portfolio holder for Leisure, Transformation and Climate Change • Digital Transformation Strategy • Data from website/ customer feedback • Benchmarking - other Authorities?
<p>WITNESSES:</p>	<ul style="list-style-type: none"> • Kirsten O Gorman • Rachel Pope • IT representative • Communications Team Representative • Revenues and Benefits • Environmental Health Team Representative
<p>CONSULTATION/ RESEARCH:</p>	
<p>SITE VISITS</p>	

PROJECT OUTCOMES

CONCLUSIONS:

RECOMMENDATIONS:

**CABINET
CONSIDERED:**

OUTCOME:

FOLLOW UP:

**REVIEW OF
PROCESS/COMMENTS:**

**SIGNED OFF BY
CHAIR:**

DATE: