

**North East Derbyshire District Council**

**Cabinet**

**08 September 2022**

**ICT & Transformation Scrutiny Review**

**Report of Councillor S Clough – Chair of Organisation Scrutiny Committee**

**Classification:** This report is public

**Report By:** Damon Stanton – Senior Scrutiny Officer

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**PURPOSE / SUMMARY**

To ask Cabinet to approve the recommendations of the Organisation Scrutiny Committee's review into ICT & Transformation.

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**RECOMMENDATIONS**

That the Council:

1. Considers a dedicated and centralised budget for digital transformation;
  2. Considers a cloud based system for staff IT such as Microsoft 365 which would bring it in line with other Local Authorities;
  3. Considers a single 'sign on' system to streamline and simplify online services; and
  4. Considers a partnership with Citizens Advice to potentially use the Mill Lane Council Chamber as a Community Hub.
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**IMPLICATIONS**

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**Finance and Risk:** Yes  No

**Details:**

This will be determined if Cabinet decide to accept the Scrutiny Review recommendations as part of the Lead Officer response.

On Behalf of the Section 151 Officer

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**Legal (including Data Protection):**                      Yes                       No

**Details:**

This will be determined if Cabinet decide to accept the Scrutiny Review recommendations as part of the Lead Officer response.

On Behalf of the Solicitor to the Council

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**Staffing:**                      Yes                       No

**Details:**

This will be determined if Cabinet decide to accept the Scrutiny Review recommendations as part of the Lead Officer response.

On behalf of the Head of Paid Service

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**DECISION INFORMATION**

| <b>Decision Information</b>  |                     |
|--|---------------------|
| <b>Is the decision a Key Decision?</b><br>A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds:<br><br><b>NEDDC:</b><br><b>Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/></b><br><input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i> | No                  |
| <b>Is the decision subject to Call-In?</b><br>(Only Key Decisions are subject to Call-In)  | No                  |
| <b>District Wards Significantly Affected</b>   | None                |
| <b>Consultation:</b><br><b>Leader / Deputy Leader <input type="checkbox"/> Cabinet <input checked="" type="checkbox"/></b><br><b>SMT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/></b><br><b>Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></b>  | Yes<br><br>Details: |

|   |
|---|
| <b>Links to Council Plan priorities, including Climate Change, Equalities, and Economics and Health implications.</b> |
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## REPORT DETAILS

### 1 **Background** *(reasons for bringing the report)*

1.1 At its meeting on 06 July 2021, the Organisation Scrutiny Committee agreed to undertake a review on ICT & Transformation. The Review Panel felt as though the review was timely given the accelerated move towards digital services following the pandemic.

1.2 The review aimed to:-

- Review what services were currently available digitally;
- Review how services had been implemented and what measures the Council has taken to ensure customers have access to services;
- Ensure customers' needs were being considered in the digital transformation of our services;
- Review the impact on IT through the pandemic and how this affected service areas and what adjustments were implemented to meet the new environment needs; and
- Identify any further improvements that could be made.

1.3 The Review Panel met on six occasions to consider the scope of review, key issues they wanted to discuss and key people they wished to interview. Evidence was gathered in a variety of ways including written sources, surveys and interviews with a range of stakeholders. The Committee received a scene setting presentation from the Portfolio Holder for Economy, Transformation and Climate Change, alongside the Director of Transformation. Members also interviewed officers including the Revenues and Benefits Manager, the Strategic Partnership Co-ordinator, the Environmental Health Services Manager, and the Projects and Development Manager. The full report attached at **Appendix 1** sets out in more detail the evidence gathered and a synopsis of the views expressed.

### 2. **Details of Proposal or Information**

2.1 The recommendations are:

That the Council:

- Considers a dedicated and centralised budget for Digital Transformation;
- Considers a cloud based system for staff IT such as Microsoft 365 which would bring it in line with other local authorities;
- Considers a single 'sign on' system to streamline and simplify online services; and

- Considers a partnership with Citizens Advice to potentially use the Mill Lane Council Chamber as a 'community hub' venue.

### **3 Reasons for Recommendation**

3.1 The Review Panel heard from a range of stakeholders during the review process. The review identified a number of strengths in regards to how the Council was implementing its digital transformation strategy, whilst continuing to support the needs of residents and staff and ensuring continued access to services for all. Members were impressed with the scale of transformation that had taken place. There was, however, some areas for improvement involving provisions for staff IT, streamlining and simplifying online services, and upskilling residents so that they had the skills and confidence to use digital services.

### **4 Alternative Options and Reasons for Rejection**

4.1 NA

#### **DOCUMENT INFORMATION**

| <b>Appendix No</b>  | <b>Title</b>                         |
|---|--------------------------------------|
| 1   | ICT & Transformation Scrutiny Review |
|   |                                      |
| <b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet you must provide copies of the background papers) |                                      |
|   |                                      |