

Time Commenced – 6:00 pm
Time Finished – 7.22 pm

Corporate Services Scrutiny Review Board

24 July 2017

Present: Councillor Jackson (Chair)
Councillors Barker, Bayliss, Hudson, Marshall and Pegg

In Attendance: David Cox –
Dianne Sturdy –
Bernard Fenton –

01/17 Apologies for Absence

Apologies were received from Councillors Dhindsa and Evans

02/17 Late Items

There were no late items.

03/17 Declarations of Interest

There were no declarations of interest.

04/17 Minutes of the meeting of the Supporting Derby's Workforce Overview and Scrutiny Board held on 10 April 2017

The minutes from the meeting of the Supporting Derby's Overview and Scrutiny Board held on 10 April 2017 were noted subject to the following amendment:

25/16 Councillor Evans replaces Councillor Anderson.

05/17 Remit, Work Programme and Topic Reviews

The Board considered a report which allowed the Board to study its Terms of Reference and Remit for the forthcoming Municipal Year. The report also allowed officers to inform the Board of any key work areas, issues or potential topic review subjects within the service areas for discussion or inclusion in the work programme. Members received the presentations as set out in minute no 06/17 and 08/17.

Members considered a number of items for inclusion in the future work programme. The Board agreed a number of items for the work programme and set out timescales

for these. Members specified the Online Accessibility of Council Services for this municipal years topic review.

Resolved to include the following items in the work programme for 2017/18

- Online Accessibility of Council Services (Topic review)
- Organisational Development Strategy updates at each meeting
- Employee IT Services report
- Employment Practices survey report update

06/17 Organisational Development Strategy

The Board considered a report and presentation which reported that the Organisational Development Strategy was a fundamental element of the Council's delivering differently programme. It was noted that there were twelve our people outcomes and support the programme and these were supported by an Organisational Development Action Plan. The officer informed Members that the main priority for this financial year was performance management to support the improvement in productivity.

Resolved

- 1. to receive updates on the project at each scheduled meeting of the Board**
- 2. note the presentation**

07/17 Employee IT Services

The Board deferred this item to the next scheduled meeting.

Resolved to receive a detailed report on Employee IT services at the next scheduled meeting of the Board.

08/17 Online Accessibility of Council Services

The Board received a presentation which provided Members with the background to the current situation of the Customer Management Service.

It was reported that following budget cuts, in April 2013 there was a 44% reduction in the Customer Management budget. This meant there was a necessity to find a different way to deliver customer management. The model that was used was the Customer Service Model, which consisted of the more customer transactions completed online, the more staff time released to focus on activities where a personal intervention made a real difference.

Members of the Board were provided with Digital Inclusion and Social Inclusion statistics from Get Digital, which assessed digital exclusion at local authority level and assessed digital and social indicators. It was reported that Derby was currently assessed as a medium likelihood.

The Board noted the action plan in relation to the new digital platform which had been awarded last month, of which a project board would sit. The action plan approved by the Chief Officer Group, planned to

- enable Derby's residents to get the service and information they needed online,
- ensure that staff have the digital tools and skills required to deliver services effectively and efficiently
- equip residents and businesses with the digital skills and technology they need to enhance their lives
- use digital technology to enable the Council and its partners to tackle complex issues and work together seamlessly.

The officer reported that this was a significant time for a sizeable digital service to use digital experience to help make better use of fewer staff, help protect available budgets, develop independence and decision making, create communities where customers help each other and help to make collaboration the norm.

Resolved

- 1. to note the presentation;**
- 2. to agree the Online Accessibility of Council Services as the Topic Review for this municipal year;**
- 3. To receive a scoping report on the proposed Topic Review at the next scheduled meeting of the Board.**

MINUTES END