

## OVERVIEW AND SCRUTINY COMMITTEE

**Date of Meeting:** 20<sup>th</sup> October 2021

**Present:** Councillor Johnson (Chair)  
Councillors Janet Eaton, Gill, Haworth (sub), Kempson, Kenyon,  
Procter, Rooke and Thompson.

**In attendance:** Adam Allen, Director of Communities  
Andrew Buckle, Head of Customer Services and ICT  
Clare Law, Head of People and Policy  
Carolyn Sharples, Committee and Member Services Manager

**Also Present:** Councillor Hughes.  
By remote access – Councillors Morris and Lythgoe, Co-opted  
Member, Z.Ali and 1 member of the public.

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### 1. APOLOGIES FOR ABSENCE & SUBSTITUTIONS

- 1.1 Apologies for absence were submitted from Councillors Morris and L. Barnes (Councillor Haworth subbing) and Co-opted Member, Z.Ali.

### 2. MINUTES OF THE LAST MEETING

**Resolved:**

That the minutes of the meeting held on 13<sup>th</sup> September 2021 be approved as a correct record.

### 3. DECLARATIONS OF INTEREST

- 3.1 There were no declarations of interest.

### 4. URGENT ITEMS OF BUSINESS

- 4.1 The Chair confirmed that there were no urgent items of business.

### 5. QUESTION TIME

- 5.1 The Chair noted that she would allow questions to be asked on each item as it was discussed.

### 6. CHAIR'S UPDATE

- 6.1 The Chair noted that RIPA Policy, Employability report and the Sanction and Prosecution Policy which has been considered at previous meetings had been approved by Cabinet in October.
- 6.2 The GP Appointments Task and Finish Group had commenced and had been looking at the press coverage and also the GP responses before making the preparations for the scrutiny day.

## **ORDINARY BUSINESS**

### **7. HIGHWAYS UPDATE**

- 7.1 The Chair reported that owing to unforeseen circumstances this item had been withdrawn, instead a briefing note would be circulated to members in due course.

### **8. DIGITAL STRATEGY FIRST YEAR DELIVERY PLAN - PRESENTATION**

- 8.1 The Director of Communities and Head of Customer Services and ICT gave a presentation on the details of the delivery plan which had been requested at the June Overview and Scrutiny Committee. An overview was given on the four key projects for the first year with costs. These were subject to agreement and would be contained within the budget costs due to be agreed in February as part of the budget setting. Year 2 projects would be brought before Overview and Scrutiny in October 2022.

- 8.2 In response to members' questions the following clarification was given:
- In relation to the Geographical Information System (GIS), it would be possible to integrate our own layers of data, which would improve both customer and officer experience e.g. bin locations, street cleansing routes etc., this was not available on existing maps.
  - It would be for departmental leads to keep the data updated and take ownership and be responsible for the accuracy of the data.
  - The funds were not yet committed within the budget and subject to agreement via the budget setting process.
  - Staff would be involved in the introduction of any changes.
  - Outside help might need to be considered for projects such as the website if it was needed.
  - If agreed, work would likely start post April on the website.
  - Staff would be engaged through the staff engagement sessions and received appropriate training.
  - Projects could be done independently but if some were done and not others the overall outcome wouldn't be as effective for the customer.
  - Once up and running it would be easier for customers to give consent to Citizens Advice, for example, to act on their behalf and share their data.
  - Customers would also be able to keep their own information up to date. Creating less need for correcting overpayments.
  - There would also be a digital improvement project to assist people with low level skills.
  - Virtual phones would eradicate the need for a physical phone as the phone would be on the computer.

#### **Resolved:**

That members note the presentation and ask officers to consider the comments made by the committee when taking the projects to the appropriate decision takers.

### **9. THE FORWARD PLAN**

- 9.1 Members were updated on the Forward Plan.

**Resolved:**

The update was noted.

**The meeting started at 6.30pm and finished at 7.30pm**

Signed: \_\_\_\_\_

Date: \_\_\_\_\_