

**DIGITAL TRANSFORMATION SCRUTINY PANEL  
16TH JUNE 2022**

PRESENT: The Chair (Councillor Brookes)  
Councillors Gerrard and Hamilton

Head of Customer Experience  
Democratic Services Officer (SW)

APOLOGIES: Councillors Charles, Needham and Seaton

The Chair stated that the meeting would be recorded and the sound recording subsequently made available via the Council's website. He also advised that, under the Openness of Local Government Bodies Regulations 2014, other people may film, record, tweet or blog from this meeting, and the use of any such images or sound recordings was not under the Council's control.

1. APOLOGIES

Apologies for absence were received from Councillors Charles, Needham and Seaton.

2. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 27th April 2022 were confirmed and signed as a correct record.

3. DECLARATIONS OF PECUNIARY INTERESTS AND OTHER REGISTRABLE AND NON-REGISTRABLE INTERESTS

No declarations were made.

4. DECLARATIONS - PARTY WHIP

No declarations were made.

5. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURE 11.16

No questions were submitted.

6. DRAFT PANEL REPORT AND RECOMMENDATIONS

A draft report of the panel, outlining the key findings and the discussion points of previous meetings of the panel, was submitted (item 6 on the agenda filed with these minutes).

The Democratic Services Officer assisted with the consideration of this report.

The following summarises the discussion:

- i. It was suggested that information be added into the final report to outline the panel's discussion regarding the interface of the website. The panel had highlighted that there was a need for a simple and easy-to-use website that could be accessed efficiently across all platforms (desktop, tablet, mobile phone, etc...).
- ii. Members of the panel stated that they felt satisfied with the ongoing work of the Customer Experience service and that were confident that the work would improve the services offered by the Council, and would create better experiences for customers.

The panel agreed to make the following recommendations:

1. That the Scrutiny Commission scrutinises the website procurement process, which was due to take place in March 2023.
2. That participation in the Digital Champions initiative be offered to members. This would involve developing the digital skills of members to enable them to support their residents with enquiries and issues involving online services.
3. That member development sessions be organised to increase the digital skills of all members. This would include using the digital services offered by the Council, using IT equipment, using social media and increasing social media presence.

#### **AGREED**

1. That information be added into the final report to outline the panel's discussion regarding the interface of the website.
2. That the recommendations set out be included within the final report.

#### 7. ACTIONS AND TIMETABLE FOR REVIEW

The Democratic Services Officer stated that following the amendments to the draft report as suggested, the final report would be submitted to the next scheduled meeting of the Scrutiny Commission.

#### NOTES:

1. No reference may be made to these minutes at the Council meeting on 4th July 2022 unless notice to that effect is given to the Democratic Services Manager by five members of the Council by noon on the fifth working day following publication of these minutes.
2. These minutes are subject to confirmation as a correct record at the next meeting of the Digital Transformation Scrutiny Panel.