

## **SCRUTINY COMMISSION – 11TH APRIL 2023**

### **Report of the Head of Governance and Human Resources**

#### DIGITAL TRANSFORMATION SCRUTINY PANEL – UPDATE

##### Purpose of Report

To enable the Commission to consider the implementation of the decisions taken by the Cabinet following its consideration of the report of the Digital Transformation Scrutiny Panel and what, if any, further action may be required.

##### Recommendation

That the Commission consider the information provided in respect of the implementation of the decisions taken by the Cabinet following its consideration of the report of the Digital Transformation Scrutiny Panel and for each decision determine whether:

- the implementation is complete, or sufficiently complete and no further monitoring is required;
- the implementation is not complete and a further update for the Commission is required, or
- the implementation is not complete or other issues with the implementation are identified and a recommendation or advice to the Cabinet is required.

##### Reason

To enable the Commission to be satisfied that decisions taken following scrutiny recommendations are being implemented satisfactorily, take or recommend any further action that is necessary and ensure the effectiveness of the scrutiny function.

##### Policy Justification and Previous Decisions

As part of the process for ensuring the effectiveness of the scrutiny function, the Commission receives a report setting out the Cabinet's responses to scrutiny recommendations and a later report on the implementation of the decisions taken by the Cabinet. These later reports are usually considered by the Commission 6 months after the Cabinet decisions are made.

On 13th October 2022, the Cabinet considered the findings and recommendations of the Digital Transformation Scrutiny Panel. The decisions taken by the Cabinet are set out in the Appendix to this report, and include the current status of the actions undertaken following those decisions, set out in the form of a table.

##### Implementation Timetable including Future Decisions and Scrutiny

The Commission usually receives only one report on the implementation of decisions taken following scrutiny recommendations. There would, therefore, not normally be a further report following this one. The Commission may however decide that further

updates are necessary or may choose to make further recommendations to the Cabinet.

### Report Implications

There are no implications; this is an update.

### Background Papers

1. Cabinet, 13th October 2022 – agenda item 6, Digital Transformation Scrutiny Panel report, and minute 27.
2. Scrutiny Commission, 5th July 2022 – agenda item 10, and minute 26.
3. Digital Transformation Scrutiny Panel agendas and notes of meetings held on:

Meeting 1 – 28th February 2022

Meeting 2 – 29th March 2022

Meeting 3 – 27th April 2022

Meeting 4 – 16th June 2022

Officer to Contact: Sally Watson  
Democratic Services Officer  
01509 634969  
[sally.watson@charnwood.gov.uk](mailto:sally.watson@charnwood.gov.uk)

Cabinet Decisions Following Consideration of Panel Report	Actions Taken to Implement Decisions (including estimated completion date if appropriate)	Status
<p><b>Panel Recommendation 1</b> That the Scrutiny Commission scrutinises the website procurement process, which was due to take place in March 2023.</p> <p><b>Cabinet Resolution</b> That, in respect of Panel recommendation 1, members are invited to be involved in the testing and feedback stage of the development and implementation of the new website.</p>	<p><b>Response of the Director Customer Experience</b> The current website contract is due to end in July 2023. Due to current work levels and resource availability the current contract will be extended to allow for sufficient time to undertake a future procurement process for the replacement of the website.</p> <p>At the appropriate time in the procurement and development stages Scrutiny members will be invited to be involved in the testing and development of the new system.</p>	In Progress
<p><b>Panel Recommendation 2</b> 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.</p> <p><b>Cabinet Resolution</b> That, in respect of Panel recommendation 2, members are offered and encouraged to participate in the Digital Champions initiative to enable the further development of their digital skills further as required allowing greater support to residents.</p>	<p><b>Response of the Director Customer Experience</b> The initial phase of this work has been completed which was to undertake a digital skills gap analysis which included both members and officers. This has helped to identify the varying level of digital capability to enable appropriate training to be considered, developed, and delivered.</p> <p>This training is now being designed with the plan to relaunch the Digital Champions initiative to members and officers after the forthcoming elections.</p>	In Progress

Cabinet Decisions Following Consideration of Panel Report	Actions Taken to Implement Decisions (including estimated completion date if appropriate)	Status
<p><b>Panel Recommendation 3</b> 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.</p> <p><b>Cabinet Resolution</b> That, in respect of Panel recommendation 3, members be offered further digital skills training to increase awareness and confidence in the use and services available online to the Council's customers.</p>	<p><b>Response of the Director Customer Experience</b></p> <p>Following on from the previous action training will be planned in to take place after the forthcoming elections where a range of training which will incorporate these aspects will be offered to new and existing members.</p>	<p>In Progress</p>