

REVIEW TITLE: Digital Transformation Panel

SCOPE OF ITEM / TERMS OF REFERENCE

This panel will:

- Identify which forms were most used throughout lockdown and whether more forms should be created to support our customers
- Identify whether there is a need to create a personalised front-end login portal
- If there is a need, would this be for:
 - All customers
 - Council tenants only
 - Another key customer group
- If a front end portal is required, what information should be displayed and how will this integrate with existing software.
- Identify economies of scale and potential savings for the Council and/ or service.

REASON FOR SCRUTINY

The panel will also ensure that any current projects connected to the IT Strategy and Customer Services Strategy are progressing in a timely and effective manner as well as providing further ideas for how to transform services.

Increase accessibility to the council services helping to raise customer satisfaction levels.

MEMBERSHIP OF THE GROUP

Councillor Brookes (Chair)
Councillor Seaton
Councillor Gerrard
Councillor Charles
Councillor Needham
Councillor Hamilton

WHAT WILL BE INCLUDED

Comparison research gained from other Council's.
Officer statements on current projects.
Private sector examples

WHAT WILL BE EXCLUDED**KEY TASKS** * * including consideration of efficiency savings

- Evaluate existing Council transformation projects
- Make recommendations on future strategy or processes
- Review other Local Authority digitalisation and transformation strategies and processes to learn best practice
- Review other Private Sector digitalisation and transformation strategies and processes to learn best practice
- Provide input into the Council's Transformation Strategy
- Interviewing witnesses and Council officers
- Identify services that are most challenging to integrate or quite simple to integrate
- Send out a survey to our customers for ideas/feedback and to help identify key areas for integration.
- To research the use of apps for services in other Local Authorities and in the private sector.

STAKEHOLDERS, OUTSIDE AGENCIES, OTHER ORGANISATIONS *

- Outside bodies/ agencies who already have this facility.
- Other councils who have this facility.
- IT and CRM (Customer Relationship Management) companies.
- Individuals with skills in this area.
- Our current key partners such as Capita and Serco to understand how they will integrate their services.
- Relevant Borough Council departments.

EQUALITY IMPLICATIONS

Is an impact needs assessment required? – to be considered at the Panel's penultimate meeting

LINKS/OVERLAPS TO OTHER REVIEWS

The Council is already working on improving online forms and there are projects underway

Commercialisation Scrutiny Panel

RESOURCE REQUIREMENTS

Lead Officer: Karey Barnshaw, Head of Customer Experience
Support from Democratic Services (Sally Watson)

REPORT REQUIREMENTS (Officer information)

Current Projects (meeting 1)

Survey Results (meeting 4)

REVIEW COMMENCEMENT DATE

28 February 2022

COMPLETION DATE FOR DRAFT REPORT

June/July 2022

* Key tasks and stakeholders may be subject to change as the review progresses.

PROGRESS OF PANEL WORK

MEETING DATE	PROGRESS TO DATE
28 February 2022	<p>At this meeting, the Panel considered:</p> <ul style="list-style-type: none">the Scrutiny Scope Document agreed by the Scrutiny Commission updated to list Panel membership and meeting dates;Charnwood Borough Council Corporate Strategy 2020-24key task in the Scrutiny Scope Document, current and future projects at Charnwood Borough Council, including annexes Customer Services Strategy 2022-2025 and Information and Communication Technology Strategy 2021-23.scheduling of further key tasks in the Scrutiny Scope Document for the next meeting of the Panel and consideration of any work members of the Panel would undertake in advance of that meeting. <p>The Panel agreed:</p> <ul style="list-style-type: none">that additional information be requested from the Head of Customer Experience, specifically;<ul style="list-style-type: none">the percentage of enquiries that had been made via a smart device,a summary of the work that has already been undertaken as part of the Transformation Service Reviewthe McKinsey report, referred to in the Customer Services Strategy 2022-2025.the most used online forms over the past two yearsthat the Chair meet with the Democratic Services Officer in order to discuss the scrutiny scoping document, and any

	<p>updates required.</p> <ul style="list-style-type: none"> • that work be allocated to members of the panel covering: <ul style="list-style-type: none"> ○ The front end/website experience of other councils, including successes ○ Exploring apps available at other councils, including successes ○ Front end/website/apps experience in the Private sector, including successes ○ Services offered by Charnwood Borough Council that could be incorporated into an app/ experience for older people
<p>29 March 2022</p>	<p>At this meeting, the Panel considered:</p> <ul style="list-style-type: none"> • An updated version of the scrutiny scoping document, updated in accordance with discussions at the previous meeting of the panel. • A projects update, containing the information requested by the panel following scrutiny of current and future projects. This included annexes McKinsey and Company – A global view of how consumer behavior is changing amid COVID-19, Lloyds Bank – UK Consumer Digital Index 2021 and – Lloyds Bank – Essential Digital Skills Report 2021. • Feedback on tasks allocated to the panel at the previous meeting. • The ‘Digital Coventry’ report, supported by the Head of IT and Digital and Coventry City Council. • A demonstration of the online planning applications portal to the panel and the council’s i-Map mapping portal that enables spatial searches of planning applications to be made. • Identification of key stakeholders. • scheduling of further key tasks in the Scrutiny Scope Document for the next meeting of the Panel and consideration of any work members of the Panel would undertake in advance of that meeting. <p>The Panel agreed:</p> <ul style="list-style-type: none"> • That the Head of Customer Experience provide the following information to the panel: <ul style="list-style-type: none"> ○ any further relevant reports by McKinsey and Company. ○ data on the usage of all forms across the council to the next meeting of the panel. ○ the digital skills gap analysis report before the next meeting of the panel. • That the Head of IT and Digital and Coventry City Council provide statistics on the rate of ongoing portal usage at Coventry City Council. • That the Head of Customer Experience considered suitable stakeholders with the intention of inviting witnesses to a

	future meeting.
<p>NOTES:</p> <p>To facilitate witness attendance it is anticipated that times of the meetings will be a mix of daytime and early evening.</p> <p>Panel meetings can be run online apart from the final meeting where recommendations are agreed upon.</p>	

REPORT SUBMITTED TO SCRUTINY MANAGEMENT BOARD
The Panel should aim to complete its work and submit its report to the Scrutiny Commission meeting on 8th August 2022 .