

## **RESOURCES AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE**

**MONDAY, 30 JANUARY 2017**

PRESENT:- Councillors Emma Faramarzi (Chair), Nick Martin, Des Moffatt, Maureen Penny, Timothy Swinyard, Caryl Sydney-Smith, Chris Watts and Robert Wright

Apologies for absence were received from Councillors Steve Allsopp.

### **18. Declarations of Interest**

The Chair reminded members of the need to declare known interests in any matters to be considered at the meeting. No declarations were made.

### **19. Minutes**

Resolved – That the minutes of the meetings held on 17<sup>th</sup> November and 28<sup>th</sup> November 2017, be confirmed and signed as a correct record.

### **20. Public Question Time**

Mr Roy Worman, Haydon View Community Association, submitted questions on (a) the Borough Council's e-mail facility, (b) the projected costs and savings by the Council for going digital, and (c) green waste payment methods.

The Chair thanked Mr Worman for his questions. Mr Glyn Peach, the Council's Chief Information Officer, responded to the questions at the meeting.

### **21. The use of technology to drive down costs and to communicate with the Borough's residents**

The Chief Information Officer and the Head of Communications submitted a joint report highlighting the changes in technology being implemented to reduce corporate costs. Mr Glyn Peach, the Chief Information Officer, outlined the direction currently being undertaken by the Information and Technology Department (IT) and Communications Department and highlighted opportunities for smarter ways to communicate with Borough residents. He commented on the migration of staff to Office 365 e-mail and to the predicted cost savings of "Hybrid Mail" as this would streamline printing and posting. Mr Phil Avery, the Head of Communications, drew attention to the growing suite of e-newsletters circulated by some of the borough services and confirmed this was proving to be a cost effective method to directly communicate with the public.

Following their introduction of the report, Mr Peach and Mr Avery responded to members' questions and comments in respect of the following matters:

- The latest list of services being provided by Capita.
- Costs for the technological investment within the Streetsmart service.
- The use of technology to improve the waste collection service.
- The efficient ways of communicating with the public that included sending out letters and flyers through the "hybrid mail" facility.

- Secure storage of customer e-mail details collected at point of contact.
- The re-structuring of the Councils' internet social media pages to encourage two way communication with members of the public.
- Data exchange across government agencies, the Council, the NHS and Wiltshire Police.
- The Councils' broadband infrastructure and future cost savings to be made.
- The offer to help Councillors during the IT migration process to Office 365.
- Future take-up and use of the Members' hotline.
- The replacement of the Citizen Portal and how this helped public engagement through web chat.
- Community inclusion was considered by undertaking a Diversity Impact Assessment on the services being provided by the IT Department.
- The mix of social media platforms to be used including Facebook and Twitter.

Resolved: (1) That the report be noted.

(2) That the Chief Information Officer be requested to circulate information to members of the Committee on the number of schools that no longer received IT services from the Council.

## **22. Swindon Borough Council Digital Strategy**

The Chief information Officer submitted a report updating the Committee on the Draft Council Digital Strategy. He explained that the strategy would provide guidance and design principles for the development of IT services in Swindon and would enable services to optimise the use of technology whilst reducing service costs.

Following the introduction of the report, The Chief information Officer responded to members' questions and comments in respect of the following matters:

- Portal maintenance and website outage particularly at weekends.
- Community inclusion was considered by undertaking a Diversity Impact Assessment on the draft Digital Strategy.
- Implementation of the strategy and that it was not a "top down" approach as user needs and feedback would drive the implementation.
- Jadu was the system platform as this allowed a digital connection to the community with a modern, secure Website, e-forms and case management.

Resolved: (1) That the report be noted.

(2) That the Chief Information Officer be requested to submit the Draft Council Digital Strategy to the Equalities Advisory Forum for their comments.

(3) That the Chief Information Officer be requested to submit a progress update on the draft strategy to a future meeting of the Committee.