

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

**MONDAY, 18 SEPTEMBER 2017**

PRESENT:- Councillors Timothy Swinyard (Chair), John Haines, Des Moffatt, Caryl Sydney-Smith, Vera Tomlinson, Steve Weisinger and Robert Wright

Apologies for absence were received from Councillor Steve Allsopp.

### **6. Declarations of Interest**

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

### **7. Minutes**

Resolved – That the minutes of the meeting held on 12<sup>th</sup> June 2017 be confirmed and signed.

### **8. Public Question Time**

There were no public questions

### **9. Tour of Information Technology Business Support and Customer Services**

Prior to the start of the meeting, members had been afforded the opportunity to attend a short accompanied visit around the Council's Information Technology, Business Support and Customer Services facilities

At the meeting, members were given the opportunity to put questions to the officers regarding the facilities. The officers responded at the meeting to the issues raised which included:

- The members hotline service for the referral of complaints
- Opportunities to modernise the processes by which members of the public can engage with the Council including the submission of documentation.
- The need for staff to be able to leave Council buildings anonymously
- The support available for customers who do not have the means, or desire to access and utilise digital portals

Resolved – That the Council's Chief Information Officer be thanked for arranging a useful and informative tour of Corporate Services.

### **10. The Swindon Programme (An oral presentation by the Chief Information Officer)**

Glyn Peach, the Council's Chief Information Officer gave a presentation concerning the Swindon Programme, the Council's response to the challenge of saving £30 million in 30 months through the transformation of the way it works, and making services, systems and processes more cost effective and efficient for both its customers and staff.

It was noted that the Swindon Programme comprised the following four work strands:

1. Organisational Excellence, encompassing:
  - (a) Sharing data
  - (b) Workforce development
  - (c) Digital customers
  - (d) Digital processes
  - (e) Estates
2. Commissioning and Procurement, encompassing:
  - (a) Contract management
  - (b) High cost placements
  - (c) Strategic commissioning
  - (d) Procurement review
  - (e) Category Management
3. Managing Demand, encompassing:
  - (a) Foster carers
  - (b) Managing demand and cost
  - (c) Landfill tonnage
  - (d) Learning disability
4. Commercialisation, encompassing:
  - (a) Renewable energy
  - (b) Storage
  - (c) House building
  - (d) Sale of land and development
  - (e) Traded Services review
  - (f) Advertising and sponsorship

It was envisaged that there would be three phases to the Swindon Programme; (a) transition away from current platforms,  
(b) service improvements and  
(c) end to end digitisation.

The Chief Information Officer advised that a recently undertaken internal user satisfaction survey of the Council's IT services had seen a rise from a score of 3.6 (National average 4.8) to a score of 4.6 (National average 4.9).

Resolved – That the Chief Information Officer be thanked for a useful and informative presentation.

## **11. The Digitisation Agenda**

The Director of Digital Services and Programmes, the Head of Organisational Excellence and the Head of Customer and Business Services submitted a joint report providing an update on the Digitisation Agenda in Swindon covering three key areas:

- Going Paperless
- Customer Experience
- IT Modernisation

It was noted that, in order to decrease the reliance on paper processes and systems, customer visits and telephone contact, the Council needs to make the truly digital ways of working simple and more preferable to the non-digital ways. It was envisaged that by facilitating online processes and transactions, the Council's service delivery costs would be significantly reduced and would also enable the Council to better target available resources to those in greatest need.

Resolved – That this Committee:

- (1) Notes the progress made by the Resources Leadership Team, recognises the challenge ahead for Swindon, and supports the direction of travel for the Resources Directorate and Council.
- (2) Notes that the Director of Digital Services and Corporate Programmes, Head of Organisational Excellence, Head of Customer and Business Services and Head of Corporate Programmes and Innovation are developing a new Digital Strategy for the Council.