

CSMC Scrutiny Review

The expansion of local democracy using digital means

25 August 2015



Scrutiny Review Remit

Review Aim:

‘To identify the potential for improving public engagement and take up of services through digital means and the Councils ability to respond.’

Objectives:

- i. To examine best practice by other Local Authorities and at parliamentary level
- ii. To understand CYC’s current position in regard to online services, its current digital infrastructure and the resources required to enable it to function
- iii. To establish CYC’s potential for development and the additional resources it would require
- iv. Identify the priorities for action in the short and longer term

Objective (i) – Best Practice



MANCHESTER
CITY COUNCIL



Oldham
Council

Best Practice cont'd

Info Provision

- ▶ Demand management
- ▶ Partner sites (all info)
- ▶ Client group specific
- ▶ Signposting
- ▶ Feedback

Best Practice cont'd

Service Requests

- ▶ Service Area
- ▶ My account
- ▶ Progress
- ▶ Feedback

Best Practice cont'd

Added Value

- “Next time”
- Commercial opportunities
- MI/data sharing

Best Practice cont'd

- ▶ Flexible access (apps)
- ▶ Resident designed “look & feel”
- ▶ Designed locally
- ▶ Data warehouses/publication
- ▶ Where’s my nearest/How do I ?

Best Practice cont'd

Engagement

- ▶ Webinars (social care)
- ▶ Live streaming with interactive Q & A
- ▶ Increased discussion sessions ahead of meetings
- ▶ Public participation via Skype

Objective (ii) CYC's Current Position ^{Annex B}

Public Engagement:

The Council's Committee Management System (Modgov) enables members of the public to:

- ▶ Access Agendas & Minutes of Council Meetings
- ▶ Submit & Sign ePetitions
- ▶ Subscribe to Electronic Updates on Issues of Interest
- ▶ Access Information on:
 - ◆ Forthcoming Decisions
 - ◆ Public Participation
 - ◆ Local Councillors, MPs & MEPs
 - ▶ Council meetings are also webcast so that the public can view the decisions that affect them

Current Position Cont/d

Access to Services:

Currently offered via the existing Do It Online service (with a variety of levels of functionality) are the following services:

1. On line Payment of:

- ▶ Business rates
- ▶ shop rental
- ▶ Trade refuse invoice
- ▶ Licence invoice
- ▶ Small lottery fees
- ▶ Council tax
- ▶ Allotments
- ▶ Childcare invoices
- ▶ Leisure booking invoice
- ▶ Housing benefit overpayments
- ▶ Home care invoices
- ▶ Warden call invoices
- ▶ Residential care invoices
- ▶ Housing repair invoices
- ▶ Housing rents
- ▶ Housing service charge
- ▶ Penalty charge notice
- ▶ Traffic enforcement
- ▶ Waste containers can be ordered

Current Position Cont/d

2. On Line Reporting/Checks:

- ▶ Check your waste collection calendar/collection dates.
- ▶ Advise of a move in or out of the city
- ▶ Raise a petition via a local democracy portal
- ▶ Apply for a job with the council.
- ▶ Planning applications can be viewed via the planning portal

3. A map based function to report street based items such as potholes, streetlights, cleansing etc.

4. Access to a wide range of PDF type forms for downloading, completing with pen and posting in!

Current Position Cont/d

Digital Infrastructure:

- ▶ The Council runs a number of systems which are a blend of in house physical and virtual server technologies ,and hosted/cloud based services.
- ▶ Much of our infrastructure was bought at the same time (10 years ago) and now needs updating or renewing.
- ▶ A list of what we currently have in place or are working on, is shown on the handout.

Objective (ii) – CYC’s Current Resources Annex B

IT:

- No permanent increase in staff levels required to manage and develop the current products although it is likely that the skills requirements will change over time
- Additional temporary development resources may be needed to respond to any future demand for the business/wider organisation’s digital readiness

Democratic Services:

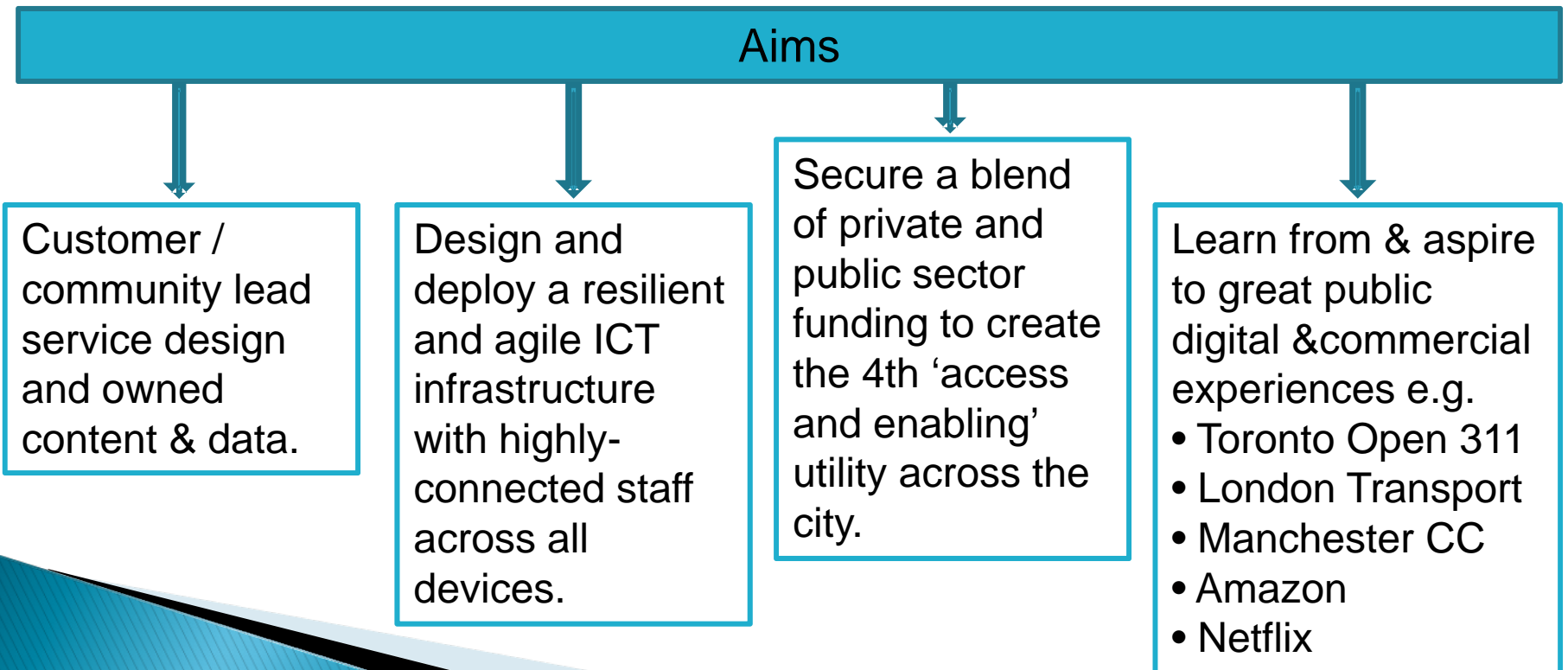
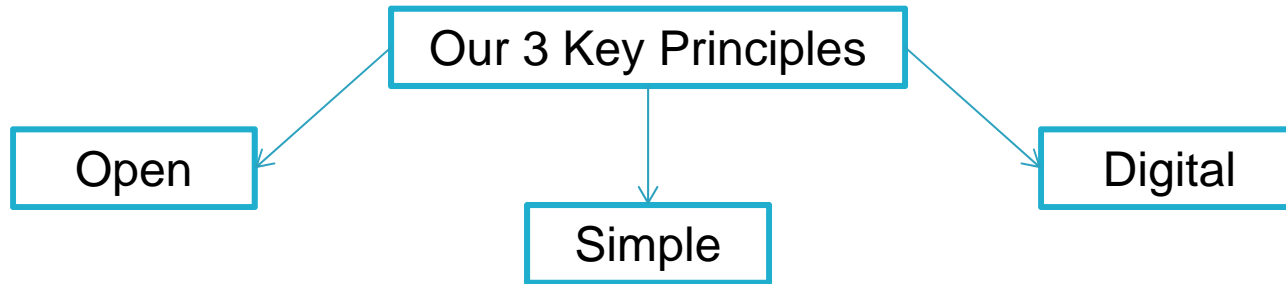
- There is sufficient staff resource in place to manage the introduction of online registering to speak at council meetings.
- Future developments designed to increase public engagement would need to be assessed to understand their resource implications

Current Resources Cont/d

Customer Services:

- Would need to be reviewed in line with future developments

Objective (iii) Our Current Approach to Development Annex B



Progress to Date

- Major undertaking to replace the Children and adults systems in order to provide better integration between Children, Adults and Health
- More flexible technology to allow flexible working and a variety of different access points for residents
- New website platform launched in late May 2015.
- Initiated a project to implement a new Customer Management system (CRM).
- Introduced a new telephony platform - work is in train to manage phone based transactions aligned to the CRM
- Short term and agile developments have been established e.g. online Parking Services.

Scrutiny Review – Way Forward

Annex B

- ▶ Identify a suitable date for next formal public meeting of Scrutiny Task Group.

- ▶ At next Task Group meeting, Members to:
 - i. Identify and agree Task Group Chair
 - ii. Receive detailed information on new CRM System
 - iii. Further examine ongoing developments to understand the improvements they will bring
 - iv. Explore further options for improving resident's access to services using best practice information