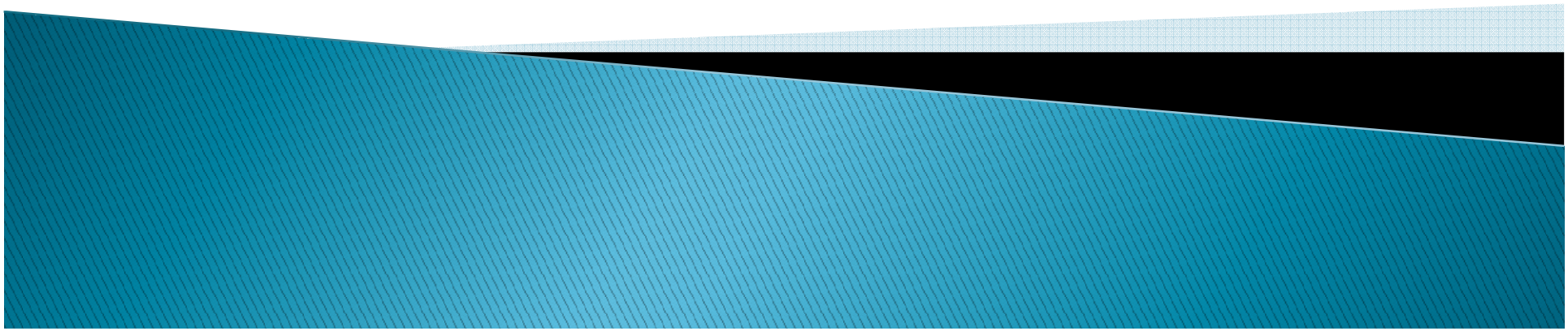
CSMC Scrutiny Review

Annex A

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

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

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:

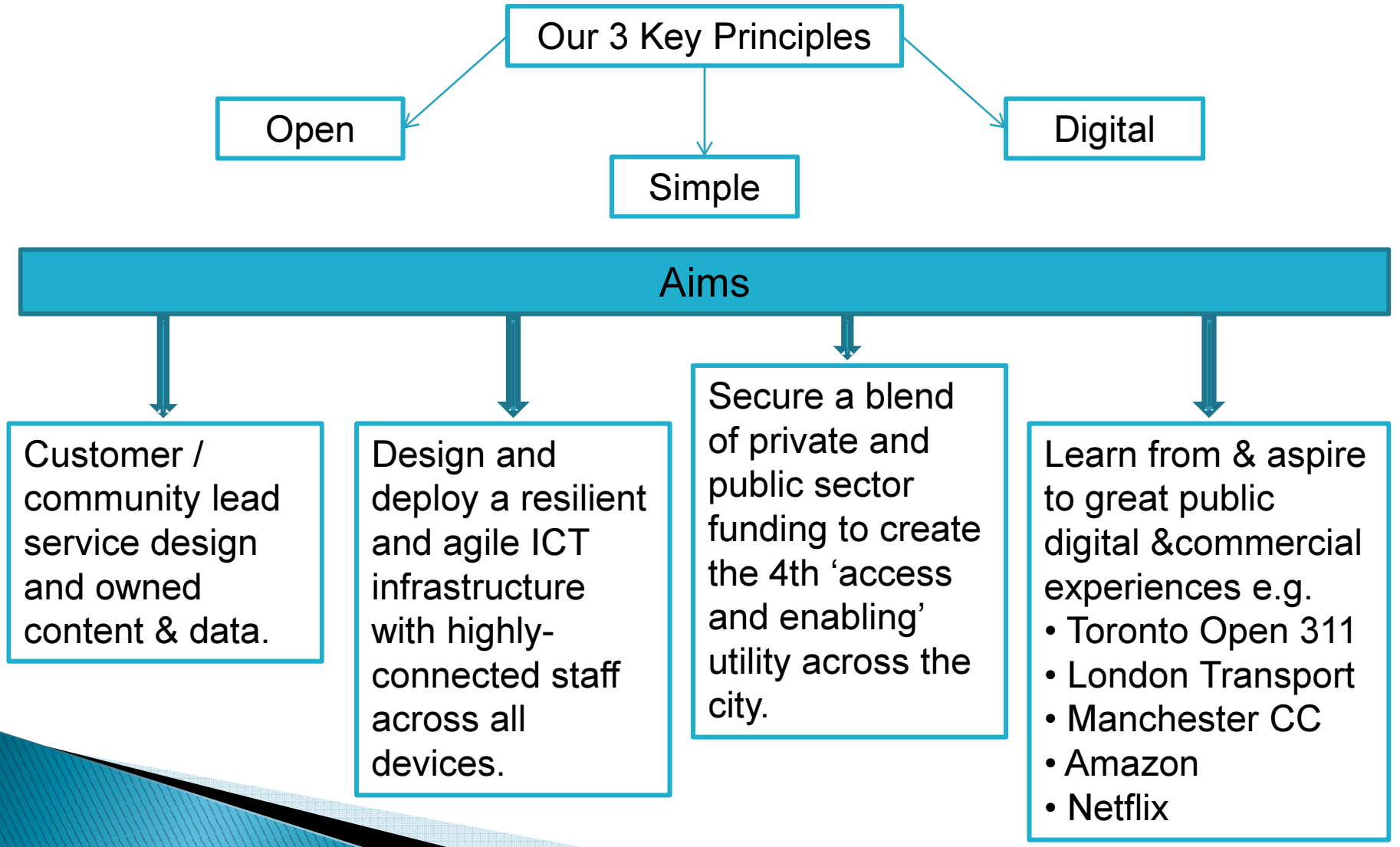
- There is sufficient staff resource in place to manage the introduction of online registering to speak at council meetings.
- Future developments designed to increase public engagement would need to be assessed to understand their resource implications

Current Resources Cont/d

Customer Services:

- Would need to be reviewed in line with future developments

Objective (iii) Our Current Approach to Development



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

- 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