

Report of Head of Democratic Services

Report to Scrutiny Board (Strategy and Resources)

Date: 15th July 2019

Subject: Embracing Digital Technology Solutions – formal response to scrutiny recommendations

Are specific electoral wards affected? If yes, name(s) of ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Has consultation been carried out?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Will the decision be open for call-in?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, access to information procedure rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

1. Purpose of this report

1.1 This report presents a formal response to the recommendations arising from the previous Scrutiny Inquiry around embracing digital technology solutions.

2. Background information

2.1 Linked to the Council's Medium Term Financial Strategy 2019/20 – 2021/22, it was recognised last year that the Strategy and Resources Scrutiny Board could add particular value to the 'Digital' budget workstream focusing on the further use of technology to help reduce costs and improve customer experience. The Board therefore agreed to undertake an Inquiry around embracing digital technology solutions.

2.2 This inquiry concluded in December 2018 and a report setting out the Scrutiny Board's conclusions and recommendations was agreed in April 2019 ([Link to Scrutiny Report](#)).

3. Main issues

3.1 In accordance with the Council's Scrutiny Board Procedure Rules, a formal response to the recommendations arising from this Scrutiny inquiry has been provided by the relevant Directorate for Members' consideration (see Appendix 1).

4. Corporate considerations

4.1 Consultation and engagement

4.1.1 Details of those engaged in the Scrutiny Board's inquiry when compiling the recommendations are set out within the inquiry report.

4.2 Equality and diversity / cohesion and integration

4.2.1 Where consideration has been given to the impact on equality areas, as defined in the Council's Equality and Diversity Scheme, this will be referenced within the Scrutiny Inquiry report and also as part of the formal response outlined in Appendix 1.

4.3 Council policies and the Best Council Plan

4.3.1 The Best Council Plan recognises that the Council's journey to become a more efficient and enterprising organisation centres on an ongoing programme of organisational cultural change. Whilst face-to-face customer contact remains important, the Plan acknowledges the need to continue using and developing technology and training to grow people's digital skills, making it easier for staff and citizens to self-serve online and enabling a quicker, more streamlined response to customers who can access services at times that best suit them.

Climate Emergency

4.3.2 One of the key desired outcomes linked to this particular Scrutiny Inquiry was for more service areas across directorates to be proactive in making the most of emerging digital automation, on-line service delivery and mobile working solutions which also have an impact in terms of influencing climate change and sustainability.

4.4 Resources, procurement and value for money

4.4.1 Any financial implications associated with the implementation of the relevant recommendations will be reflected as part of the formal response in Appendix 1.

4.5 Legal implications, access to information, and call-in

4.5.1 There are no legal implications arising from this report.

4.6 Risk management

4.6.1 There are no risk management implications arising from this report.

5 Conclusions

5.1 In accordance with the Council's Scrutiny Board Procedure Rules, a formal response to the recommendations arising from the previous Scrutiny inquiry around embracing digital technology solutions has been provided by the relevant Directorate for the Board's consideration.

6 Recommendation

- 6.1 Members are asked to consider the formal response to the recommendations arising from the Scrutiny inquiry last year around embracing digital technology solutions.

7 Background documents¹

- 7.1 None.

¹ The background documents listed in this section are available to download from the council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

Appendix 1 – Response to the Scrutiny recommendations around embracing digital technology solutions.

Scrutiny Recommendations	Directorate Response
<p>Desired Outcome That there is an effective digital leadership skills learning offer put in place by the Council to develop its own workforce.</p> <p>Recommendation 1 That the Director of Resources and Housing ensures that an initial evaluation of the Council’s Digital Leadership Skills learning initiative is undertaken within 6 months of its formal launch and that the findings of this evaluation are shared with Scrutiny.</p>	<p>This recommendation is accepted.</p> <p>Digital Leadership Skills for Leaders and Decision Makers were launched along with a number of other digital related communications during ALL Digital Week which took place during the last week of March.</p> <p>Since that point 11 Senior Managers have attended a one day Digital and Agile Awareness course run by the Government Digital Service (GDS) Academy with input to the content from Leeds City Council. Feedback from attendees was very positive and the council is now working with the GDS Academy to define a course with the aim that over 100 senior leaders complete this between September 2019 and April 2020.</p> <p>The Head of Digital Efficiencies has also helped the GDS develop their 2 day Local Leaders Digital Accelerator course aimed at Chief Execs, Members, Chief Officers and Heads of Service. These are open, funded, 2 day residential courses and 4 senior managers from the council have attended the course in Newcastle at the end of June.</p> <p>The Director of Resources and Housing will continue to monitor uptake and effectiveness of learning offers being provided to decision makers across the council and is able to report back within 6 months of the launch in September 2019.</p>

<p>Desired Outcome That there is a Directory of Digital Innovation in place for staff to easily access and use.</p> <p>Recommendation 2 That the Director of Resources and Housing ensures that an initial evaluation of the Council's Directory of Digital Innovation is undertaken within 6 months of its formal launch and that the findings of this evaluation are shared with Scrutiny.</p>	<p>This recommendation is accepted.</p> <p>A Directory of Digital Innovation has been created and is available for all council employees to view and contribute towards.</p> <p>This is now the area where DIS Business Partners can add their research into what other organisations are doing in relation to the use of technology to deliver better customer services.</p> <p>The Director of Resources and Housing will review the effectiveness of the Directory of Digital Innovation and report back to Scrutiny Board in September 2019.</p>
<p>Desired Outcome That learning from previous funding application processes is maximised to assist in securing future bid opportunities surrounding the delivery of digital solutions.</p> <p>Recommendation 3 That the Director of Resources and Housing leads on undertaking a review of lessons arising from the recent national funding application process for the delivery of digital solutions and maximises this learning to help prepare for similar bid opportunities in the future.</p>	<p>This recommendation is accepted.</p> <p>Senior Officers within the Digital Information Service now regularly scan for opportunities for funding or support to deliver technology solutions in a more cost effective way, so that we are able to maximise the time available to develop bids.</p> <p>The council are now jointly working on 2 funded projects</p> <ul style="list-style-type: none"> • Working with Stockport Council and a number of other councils on Family Context • Working with NE Lincs on Visualising failure in Waste Services <p>The council, jointly with York City Council, also won the bid to work with solution providers to improve housing conditions and improve health benefits through the project Monitoring Housing for Better Health</p>