

**STOCKTON-ON-TEES BOROUGH COUNCIL**

**CABINET RECOMMENDATIONS**

**PROFORMA**

Cabinet Meeting .....24th January 2019

1. Title of Item/Report

People Select Committee - Scrutiny Review of Digital Optimisation

2. Record of the Decision

Consideration was given to a report that presented the outcomes of the People Select Committee's review of Digital Optimisation.

RESOLVED that:-

1. A review of My Stockton with regards content and layout be undertaken.
2. Work be undertaken to understand why too few of the Borough's residents are using the Council's digital services (in line with the Local Government Digital Service Standard).
3. Digital service options on the Council's home page be made more visible / explicit (e.g. 'sign up for My Stockton').
4. Information on where to get WiFi or access to a computer within the Borough be provided on the Council's website (as per Wigan Council's website).
5. SBC should ensure that senior management are able to recognise the potential benefits for digital services across all departments and ensure this is reflected in the culture of the Council.
6. Consideration be given to expanding the role of the Council's Digital Services Group to develop SBC Digital Champions within each directorate and to engage with the community.
7. SBC embraces the iDEA (The Duke of York Inspiring Digital Enterprise Award) concept, both within the Council itself, and for residents young and old.
8. Appropriate skills be developed and resources prioritised within the Council's workforce to design, progress and implement digital

services.

9. A digital skills development section is included within Council staff appraisals (individual and team requirements).

10. Consideration be given as to how, in addition to those areas with the highest number of customer transactions, further digital solutions can be identified and implemented in those Council services with the greatest spend (Adults and Children's Services).

11. Collaboration between service areas, ICT and communications and web teams continues to ensure a joined-up approach, as well as fostering wider learning through regular liaison and joint working with other Local Authorities, both regionally and nationally.

12. The Council's Digital Services Group provides leadership and opportunities for collaboration for the Council to deliver greater value through digital service delivery.

13. Bids for funding of digital projects continue to be submitted, where appropriate, to build on the Council's current digital offer.

3. Reasons for the Decision

The report presents the findings of the scrutiny review of Digital Optimisation which was originally part of the 2017-2018 scrutiny work programme, but did not begin until the 2018-2019 municipal year.

4. Alternative Options Considered and Rejected

None.

5. Declared (Cabinet Member) Conflicts of Interest

None.

6. Details of any Dispensations

N/A

7. Date and Time by which Call In must be executed

Midnight, 1 February 2019

Proper Officer  
28 January 2019