

**People Select Committee  
Chair's Update – September 2018**

<b>Scrutiny Review – Mental Health and Wellbeing including Suicide and Self-Harm</b>	
<b>Achieved since last meeting</b>	The final report was considered by Cabinet in July 2018, where all recommendations were endorsed.
<b>Problems or concerns</b>	None.
<b>Planned next month</b>	An Action Plan in relation to the review's recommendations will be formulated and presented to Committee in September 2018 for discussion and agreement.
<b>On track – yes / no</b>	Yes.

<b>Scrutiny Review – Digital Optimisation</b>	
<b>Achieved since last meeting</b>	<p>The last Committee meeting in July 2018 heard evidence from the Council's Digital Transformation and Customer Services Manager who provided information on the following:</p> <ul style="list-style-type: none"> <li>• Why Digital?</li> <li>• Digital Opportunities and Challenges</li> <li>• The Council's Approach and Current Position</li> <li>• Customer Engagement</li> <li>• SBC Digital Services (Do it Online / My Stockton)</li> <li>• Customer Services Contact Analysis &amp; Consultations</li> <li>• Digital Customer Services Delivery Plan 2018</li> </ul> <p>Committee discussions noted the need for the Council to consider if it is doing things as efficiently as it can, and that it should be increasing digital provision for those who want it – however, digital services are not necessarily the answer for everything the Council does.</p>
<b>Problems or concerns</b>	None.
<b>Planned next month</b>	<p>At the next meeting in September 2018, the Committee will receive information from the Council's Communications and Web Teams around digital consultation / promotion / marketing and website design / social media.</p> <p>Local Authority services who experience the highest levels of contact from residents (Revenues and Benefits, Environmental Health and Care For Your Area) will also be in attendance. For these areas, issues in relation to the current provision of digital services and key considerations in widening this provision / take-up (e.g. future digital services, promotion of these services), including meeting the needs of residents (i.e. improving the customer experience), will be discussed.</p>

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On track – yes / no	Yes.
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### Overview / Performance and Quality Assurance

Key Issues / Problems or concerns	None.
Requests for more information	None.

### Monitoring

Key Issues / Problems or concerns	Committee has not considered any monitoring updates since the last meeting. The next monitoring updates are scheduled for the December 2018 cycle of meetings.
Requests for more information	None.

### Next Meeting

Monday 17<sup>th</sup> September 2018 (1.30pm)