

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

Scrutiny Review – Mental Health and Wellbeing including Suicide and Self-Harm	
Achieved since last meeting	An Action Plan in relation to the review's recommendations was presented to Committee in September 2018 and was subsequently agreed by Members.
Problems or concerns	None.
Planned next month	An initial progress update on the agreed Action Plan will be presented to Committee in December 2018.
On track – yes / no	Yes.

Scrutiny Review – Digital Optimisation	
Achieved since last meeting	<p>Committee received information from the Council's Communications and Web Teams around digital consultation / promotion / marketing and website design / social media, and Local Authority services who experience the highest levels of contact from residents (Environmental Health and Care For Your Area). 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) were discussed.</p> <p>Members were also informed of a new in-house Digital Services Group and the Local Digital Declaration (a joint endeavour initiated by the UK Ministry for Housing, Communities and Local Government (MHCLG), the Government Digital Service (GDS), and a collection of local authorities and sector bodies from across the UK).</p>
Problems or concerns	None.
Planned next month	In October 2018, Committee will receive contributions from the Council's Revenue and Benefits Service (highest number of transactional services) and Xentrall Shared Services (technological considerations), and will hear from other Local Authorities on their approach to digital service provision. A site visit to a Customer Service Centre has been proposed to witness assisted self-serve.
On track – yes / no	Yes.

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Scrutiny Review – Under-representation of Ethnic Communities in the Workforce	
Achieved since last meeting	Initial meetings held to discuss the key issues surrounding this review.
Problems or concerns	The timescales for this review will be limited as all scrutiny final reports need to go to Cabinet by February 2019 at the latest – this will impact upon the range of this piece of work.
Planned next month	A draft scope and plan is scheduled to be presented to Committee in October 2018 for discussion and agreement.
On track – yes / no	Yes.

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
Thursday 25 th October 2018 (1.30pm)