

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

| <b>Scrutiny Review – Digital Optimisation</b> |  |
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| <b>Achieved since last meeting</b>            | <p>The last Committee meeting in October 2018 heard evidence from the Council's Revenue and Benefits Service (who experience the highest number of customer transactions) around current digital provision and considerations in widening this offer. Xentrall Shared Services shared the current ICT strategy, plans for future digital development and implications on ICT capacity and security. Committee also received contributions from Newcastle City Council, Wigan Council (LGC Digital Council of the Year 2016) and Milton Keynes Council (LGC Digital Council of the Year 2018) with regards their digital journeys, approaches and experiences.</p> <p>To observe assisted customer self-serve, two visits to Stockton Customer Service Centre were undertaken in late-October 2018.</p> |
| <b>Problems or concerns</b>                   | None.  |
| <b>Planned next month</b>                     | Committee will consider a summary of evidence received as part of this review at the next meeting in November 2018 (informal session), and will formulate draft recommendations.   |
| <b>On track – yes / no</b>                    | Yes.   |

| <b>Scrutiny Review – Under-representation of BME Communities in the SBC Workforce</b> |  |
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| <b>Achieved since last meeting</b>  | <p>The scope and plan for this review was considered and agreed at the last Committee meeting in October 2018. A key element will be to assess the Council's performance against the 'Roadmap to Success', recommended to organisations in the independent McGregor-Smith Review (2018) – <i>Race in the workplace</i> to assist leaders to move positively towards a more diverse workforce:</p> <ol style="list-style-type: none"> <li>1) Consider our Data</li> <li>2) Take Accountability</li> <li>3) Raise Awareness</li> <li>4) Examine Recruitment</li> <li>5) Change Processes</li> </ol> <p>The final report will be presented to Cabinet in February 2019.</p> |
| <b>Problems or concerns</b>   | None.  |
| <b>Planned next month</b>   | In November 2018, Committee are scheduled to receive information from HR (current workforce diversity data, recruitment policy and process), Community Engagement (engagement with and promotion of Council employment opportunities to the BME community, reported barriers from the BME community) and the BME Staff Forum (details of work  |

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|                            | already undertaken to investigate ways of increasing BME representation in the Council's workforce, Action Plan). |
| <b>On track – yes / no</b> | Yes.  |

**Overview / Performance and Quality Assurance**

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| <b>Key Issues / Problems or concerns</b> | None. |
| <b>Requests for more information</b>     | None. |

**Monitoring**

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| <b>Key Issues / Problems or concerns</b> | Committee has not considered any monitoring updates since the last meeting. The next monitoring updates have been put back to the new year to allow all remaining reviews to be completed. |
| <b>Requests for more information</b>     | None.  |

**Next Meetings**

Monday 19<sup>th</sup> November 2018 (1.30pm)  
Monday 17<sup>th</sup> December 2018 (1.30pm)