

SCRUTINY REVIEW OF DIGITAL OPTIMISATION

Summary

The Council's Digital Transformation and Customer Services Manager will be in attendance at this meeting to provide information in relation to the Scrutiny Review of Digital Optimisation.

Detail

1. Website links to relevant background papers regarding this review are included below for Committee Members to familiarise themselves with ahead of this meeting.
 - Government Digital Strategy – 'Digital by Default' (2012)
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/296336/Government_Digital_Strategy_-_November_2012.pdf
 - Local Government Association: Transforming local public services – using technology and digital tools and approaches (2014)
<https://www.local.gov.uk/sites/default/files/documents/transforming-public-services-2a5.pdf>
 - LocalGov Digital: Local Government Digital Service Standard
<https://localgov.digital/service-standard>
2. Local Authority evidence will be provided by the Council's Digital Transformation and Customer Services Manager – this will include:
 - Digital Customer Services – Delivery Plan 2018
 - Business Continuity / Recovery Plan
 - Performance Report
 - Volumes and types of transactions for Council services
 - Customer feedback on services provided
3. A copy of the agreed scope and plan for this review is included for information.

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