

## SCRUTINY REVIEW OF DIGITAL OPTIMISATION

### Summary

Committee are scheduled to receive further information in relation to the ongoing Scrutiny Review of Digital Optimisation from Stockton-on-Tees Borough Council's Revenue and Benefits Service, Xentrall Shared Services and a number of other Local Authorities.

### Detail

1. Further to the contributions from representatives of the Council's Environmental Health and Care For Your Area teams at the last Committee meeting, the Revenues and Benefits Service (the service with the highest number of customer contacts) will provide:
  - Volume and nature of transactions in this service
  - Current provision of digital services in this area and key considerations in widening this
  - Universal Credit – incorporation of digital services in the planning and roll-out of UC in Stockton-on-Tees, and the seeking of feedback from residents on its implementation here
  
2. Xentrall Shared Services (public sector partnership between Stockton-on-Tees Borough Council and Darlington Borough Council delivering key back office transactional services) have been invited to contribute the following aspects:
  - Current ICT strategy – key features in relation to the provision of digital services
  - Plans for future digital development of SBC services and implications on ICT services capacity
  - Communication streams with SBC services to align customer needs with the necessary system requirements (to ensure a positive customer journey)
  - Security measures of increased digital data being collected
  - Ability for systems to cope with increased demand
  
3. To understand and learn from the approaches and experiences of other Local Authorities, Committee will consider contributions from representatives of the following Council's:
  - Gateshead: Digital Services Manager (*written submission*)
  - Milton Keynes (LGC Digital Council of the Year 2018): Head Of Customer Services and Digital Transformation
  - Newcastle-upon-Tyne: Head of ICT; Digital Newcastle – Programme Manager
  - Wigan (LGC Digital Council of the Year 2016): Assistant Director – Strategic ICT Partnerships

Information has been requested on the following elements:

- Your Council's approach to digitalisation, for example...
  - current offer (including stats on digital take-up if possible)
  - technologies for customer self-serve (e.g. use of a forms package)
  - do you have an in-house development team (if so, how many staff, what skill sets do they have)?
  - engaging residents
  - assisted customer self-serve options
- Key considerations in improving digital services and increasing uptake of these (e.g. impact on costs, capacity to deliver)
- Approach to working in collaboration with other Local Authorities

4. A copy of the agreed scope and plan for this review is included for information.

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