

# People Select Committee

A meeting of People Select Committee was held on Monday, 23rd November, 2020.

**Present:** Cllr Marilyn Surtees (Chair), Mrs Jean O'Donnell (Vice Chair), Cllr Helen Atkinson, Cllr Julia Whitehill (sub for Cllr John Gardner), Cllr Stefan Houghton, Cllr Eileen Johnson, Cllr Mrs Sylvia Walmsley, Cllr Barry Woodhouse, Cllr Bill Woodhead MBE, Cllr Steven Nelson, Cllr Norma Stephenson, Cllr Lynn Hall.

**Officers:** Beccy Brown, James Burrell, (HR, L&C); Lorraine Dixon (ECL&E); Rebecca Saunders-Thompson, Sarah Whaley (MD).

**Also in attendance:** Gareth Aungiers (Xentrall).

**Apologies:** Cllr John Gardner

**PEO  
17/20**      **Declarations of Interest**

There were no declarations of interest.

**PEO  
18/20**      **Minutes**

Consideration was given to the minutes from the meeting held on 26 October 2020.

AGREED that the minutes be approved as a correct record and signed by the Chair.

**PEO  
19/20**      **Scrutiny Review of Public Consultation**

Consideration was given to the draft final report and recommendations.

AGREED that the report be approved for submission to Cabinet.

**PEO  
20/20**      **Progress Update on Previously Agreed Recommendations - Review of Digital Optimisation**

Consideration was given to the assessments of progress on the implementation of the recommendations from the Scrutiny Review of Digital Optimisation.

The key issues were highlighted as follows:

- The COVID Community Hub helped 3,234 individual customers between 30 March and 14 August 2020.
- New digital projects facilitated the processing of 299 Discretionary Business Grants, 642 COVID Assistance Grants (£100 Asda Vouchers), 540 Test and Trace isolation grant applications.
- Members were informed that the public could apply for vouchers/discounts online or by contacting SBC contact centre staff. For both methods, information was sent to the Revenues and Benefits team. This information was then sent back to the customer.
- In terms of customer self-service progress, between 1 April 2019 and 31

March 2020, the total contact by channel was 277,840. The total number of self-serve forms accounted for 10% of the overall total. Between 1 April 2020 and 31 October 2020, the total contact by channel was 154, 351. The total number of self-serve forms accounted for 24% of the overall total.

AGREED that:

- 1) The Progress Update be noted and the assessments for progress be confirmed.
- 2) A further progress update will be provided to the Committee within 3-6 months.

**PEO  
21/20**

#### **Chair's Update**

The Chair had nothing to update.

**PEO  
22/20**

#### **Work Programme 2020-2021**

Consideration was given to Work Programme.

Members agreed to stand down the December 2020 meeting.

The next meeting of the People Select Committee would take place on 25 January 2021.

AGREED that the Work Programme be noted.