

## Notice of Meeting

### Overview and Scrutiny Commission

Councillor Angell (Chairman),  
Councillor Virgo (Vice-Chairman),  
Councillors Mrs Birch, Brossard, Gbadebo, Mrs McKenzie-Boyle,  
McLean, Mrs Mattick, Mossom, Porter, Temperton and Tullett  
Tracey Wright, Parent Governor Representative  
Mark Glanville, Parent Governor Representative



**Thursday 9 July 2020, 7.30 - 9.00 pm**

**Online only**

### Agenda

Item	Description	Page
1.	<b>Apologies for Absence</b>	
	To receive apologies for absence and to note the attendance of any substitute Members.	
2.	<b>Minutes</b>	5 - 8
	To approve as a correct record the minutes of the meeting of the Overview and Scrutiny Commission held on 27 May 2020.	
3.	<b>Declarations of Interest and Party Whip</b>	
	<p>Members are asked to declare any disclosable pecuniary or affected interests and the nature of that interest, including the existence and nature of the party whip, in respect of any matter to be considered at this meeting.</p> <p>Any Member with a Disclosable Pecuniary Interest in a matter should withdraw from the meeting when the matter is under consideration and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Disclosable Pecuniary Interest is not entered on the register of Members interests the Monitoring Officer must be notified of the interest within 28 days.</p> <p>Any Member with an Affected Interest in a matter must disclose the interest to the meeting. There is no requirement to withdraw from the meeting when the interest is only an affected interest, but the Monitoring Officer should be notified of the interest, if not previously notified of it, within 28 days of the meeting.</p>	
4.	<b>Urgent Items of Business</b>	
	Any other items which, pursuant to Section 100B(4)(b) of the Local Government Act 1972, the Chairman decides are urgent.	
5.	<b>Public Participation</b>	
	To receive submissions from members of the public which have been submitted in advance in accordance with the Council's Public Participation	

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	Scheme for Overview and Scrutiny.	
6.	<b>Customer Experience and Digital Strategies</b>	
	The Overview and Scrutiny Commission to consider the evidence pack and with consideration to earlier workshop activities will look at the priorities for the development of the new customer experience and digital strategies.	

### **Customer Experience and Digital Strategies Evidence Pack**

Please note the Evidence Pack should be read in advance of the meeting but for those short of time the essential reading is contained in sections 7 and 8.

7.	<b>Setting the Scene</b>	9 - 20
	Bobby Mulheir, Assistant Director: Customer Experience, Digital and ICT to present background information and outline the key themes for the development of the new customer experience and digital strategies.	
8.	<b>Essential Reading</b>	21 - 80
	<p>ICT Digital Strategy 2017 to 2020 – in particular Part 7, ICT: A Vision for 2020</p> <p>The links below lead to Nesta research, an innovation foundation, into the impact of COVID-19 on Council's operating models:</p> <p><a href="#"><u>New operating models and COVID-19: A catalyst for change? (Part I)   Nesta</u></a></p> <p><a href="#"><u>New operating models and COVID-19: A catalyst for change? (Part II)   Nesta</u></a></p> <p><a href="#"><u>New operating models and COVID-19: A catalyst for change? (Part III)   Nesta</u></a></p>	
9.	<b>Background Reading</b>	
	<p>The links below link to web pages which are background reading. They have been ranked in order of importance.</p> <p><a href="#"><u>Digital   Local Government Association</u></a></p> <p><a href="#"><u>The Digital Experts programme: A final evaluation   Local Government Association</u></a></p> <p><a href="#"><u>Digital Experts Programme Funded Projects   Local Government Association</u></a></p> <p><a href="#"><u>The Digital Transformation Programme: A Final Evaluation   Local Government Association</u></a></p> <p><a href="#"><u>Digital Transformation Programme funded projects   Local Government</u></a></p>	

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	<p><a href="#"><u>Association</u></a></p> <p><a href="#"><u>The Digital Channel Shift Programme: A Final Evaluation   Local Government Association</u></a></p> <p><a href="#"><u>Digital Channel Shift funded projects   Local Government Association</u></a></p> <p><a href="#"><u>Digital Experts Programme Funded Projects   Local Government Association</u></a></p> <p><a href="#"><u>Digital inclusion programme   Local Government Association</u></a></p> <p><a href="#"><u>Virtual voting, remote working and fake news – the tech legacy of coronavirus   PublicTechnology.net</u></a></p> <p><a href="#"><u>Leadership drives transformation at Aylesbury Vale   UKAuthority</u></a></p> <p><a href="#"><u>Impact   100% Digital Leeds</u></a></p> <p><a href="#"><u>AI, IoT and cloud top global public sector's technology list » Socitm</u></a></p> <p><a href="#"><u>More must be done to realise the value of geospatial data   PublicTechnology.net</u></a></p> <p><a href="#"><u>Community and public services post-COVID : Reflections on TechUK Panel</u></a></p> <p><a href="#"><u>Beyond the crisis: How might local government build a positive legacy after Covid?</u></a></p> <p><a href="#"><u>Telecare and assistive living technology helps residents and cuts social care costs   Local Government Association</u></a></p> <p><a href="#"><u>Family front door - smart information-sharing portal   Local Government Association</u></a></p>	
10.	<b>ICT Performance during lockdown</b>	
	Bobby Mulheir, Assistant Director: Customer Experience, Digital and ICT to advise members of the actions taken to support remote working during lockdown.	
11.	<b>Overview and Scrutiny Commission work programme</b>	
	<p>Further discussion of the work programme for the Commission:</p> <ul style="list-style-type: none"> <li>• <b>12 August, new proposal to reinstate meeting with topic to be confirmed</b></li> <li>• 13 October, Review of four-year work programme</li> <li>• 11 November, Crime &amp; Disorder Panel</li> <li>• <b>2 December, new proposal Climate Change Workshop</b></li> <li>• 6 January 2021, topic TBC</li> </ul>	

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