



RESOURCES AND SERVICES OVERVIEW AND SCRUTINY COMMITTEE

DATE:	Thursday, 3 December 2020
TIME:	7.30 pm
VENUE:	Meeting will be held in accordance with Statutory Instrument 2020/392. Link to live stream will be available via https://www.tendringdc.gov.uk/livemeetings

MEMBERSHIP:

Councillor M Stephenson Chairman
Councillor Scott Vice Chairman
Councillor Allen
Councillor Barry
Councillor Bray

Councillor Codling
Councillor Griffiths
Councillor Harris
Councillor Morrison

Most Council meetings are open to the public and press.

Agendas and Minutes are published on the Council's website www.tendringdc.gov.uk. Agendas are available to view five working days prior to the meeting date and the Council aims to publish Minutes within five working days of the meeting.

Meeting papers can be provided, on request, in large print, in Braille, or on disc, tape, or in other languages.

For further details and general enquiries about this meeting, contact Keith Durrnan on 01255 686585

DATE OF PUBLICATION: Wednesday, 25 November 2020

AGENDA

1 Apologies for Absence and Substitutions

The Committee is asked to note any apologies for absence and substitutions received from Members.

2 Minutes of the Last Meeting (Pages 1 - 10)

To confirm and sign as a correct record, the minutes of the last meeting of the Committee, held on the 16th of November.

3 Declarations of Interest

Councillors are invited to declare any Disclosable Pecuniary Interests or Personal Interest, and the nature of it, in relation to any item on the agenda.

4 Questions on Notice pursuant to Council Procedure Rule 38

Subject to providing two working days' notice, a Member of the Committee may ask the Chairman of the Committee a question on any matter in relation to which the Council has powers or duties which affect the Tendring District and which falls within the terms of reference of the Committee.

5 Report of the Deputy Leader, Portfolio Holder for Corporate Finance and Governance. - A.1 - Update on the Transformation of Digital Services (Pages 11 - 18)

The purpose of the report is to update the Committee on the transformation progress specifically from an IT/ digital perspective. Namely;

1. The '*My Tendring*' customer self-service portal.
2. Cloud Migration, Business Continuity And Flexible Working
3. The council's Leisure and Tourism App.
4. Re-Design of the Council's Data (and voice) Network
5. The Five9s contact centre application
6. Councillors' IT

6 Report of the Deputy Leader, Portfolio Holder for Corporate Finance and Governance. - A.2 - Update on the Transformation of Digital Customer Services (Pages 19 - 26)

The purpose of this report is to update the committee on the progress made towards the digitising of Customer Services.

7 Report of the Deputy Leader, Portfolio Holder for Corporate Finance and Governance. - A.3 - Transformation Agenda of the Council - Staffing. (Pages 27 - 48)

The purpose of this report was to give the Committee and overview into the Transformation Agenda of the Council – and delivery against it regarding staffing (flexible working, home working and productivity).

8 Exclusion of Press and Public

To pass the following resolution:-

“That under Schedule 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the items of business to be considered below on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 1 of Part 1 of Schedule 12A of the Act:

(a) Exempt minutes of the Resource and Services Overview and Scrutiny Committee held on 16 November 2020”.

9 Exempt Minutes of the resource and Service Overview and Scrutiny Committee (Pages 49 - 50)

To approve as a correct record, the exempt minutes of the Committee held on 16 November 2020.