
**MINUTES OF THE MEETING OF THE SERVICE DEVELOPMENT AND DELIVERY
COMMITTEE, HELD ON WEDNESDAY 4 APRIL 2018 AT 7.30 PM
IN THE COUNCIL CHAMBER, COUNCIL OFFICES, THORPE ROAD, WEELEY**

Present:	Councillors Griffiths (Chairman), V E Guglielmi (Vice-Chairman), Alexander, Amos, Chapman, Ferguson, Fowler and Whitmore
Also Present:	Councillors G V Guglielmi (Portfolio Holder for Finance and Corporate Resources) and P B Honeywood (Portfolio Holder for Housing) (except minutes 19 - 21)
In Attendance:	Mark Westall (Head of Customer and Commercial Services), John Higgins (Head of IT and Corporate Resilience) (except minutes 23 - 24), Dan Pobjoy (IT Support Officer) (except minutes 23 - 24) and Katie Sullivan (Committee Services Officer)

19. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

An apology for absence was received from Councillor Miles (with Councillor Alexander substituting).

20. MINUTES OF THE LAST MEETING

The minutes of the last meeting of the Committee, held on Wednesday 15 January 2018, were approved as a correct record and signed by the Chairman.

21. DECLARATIONS OF INTEREST

There were none.

22. DEMONSTRATION OF THE COUNCIL'S NEW IT SYSTEMS

The Council's Head of IT and Corporate Resilience (John Higgins) and IT Support Officer (Dan Pobjoy) were in attendance and gave the Committee a demonstration on how to use Skype for Business and also how to use the Council's Self-Service Portal (Kiosk).

The Skype for Business demonstration included how to use instant messaging, how to share a document, making a phone call and a video call.

The Self-Service Portal demonstration provided Members with information on how to use the portal to register to vote and to submit information for queries relating to Housing, Licensing, Benefits, Council Tax and other inquiries.

Members were given the opportunity to ask questions throughout the demonstrations.

Following on from the demonstrations the Head of IT and Corporate Resilience gave the Committee a presentation on the Council's IT systems, Past, Present and Future.

The presentation covered the following areas:

- (1) The Council's Secure Data Storage;

- (2) Corporate Cisco Council Network (Voice & Data) Evolution;
- (3) Strategic Operational Investments;
- (4) Strategic Communications Investments;
- (5) Self-Service Portals (Kiosks);
- (6) Strategic IT Investment Programme Financial Analysis;
- (7) Digital Transformation Programme; and
- (8) Front-Office System Investment.

Following on from the presentation Members were given the opportunity to ask questions which were responded to by the Head of IT and Corporate Resilience and the Portfolio Holder for Finance and Corporate Resources (Councillor G V Guglielmi) who was also in attendance.

The Chairman thanked the Head of IT and Corporate Resilience, the IT Support Officer and the Portfolio Holder for Finance and Corporate Resources for the information that they had provided.

Following discussion, it was **AGREED** that the Committee **COMMENTS TO CABINET** that:

“the Committee would like to express their support for the excellent progression and changes with regards to the Council’s IT systems which were beneficial for all.”

23. REVIEW OF THE COUNCIL'S CUSTOMER SERVICE DELIVERY

The Council’s Portfolio Holder for Housing (Councillor P B Honeywood) was in attendance and introduced this item. He emphasised how important it was to “get the word out” to the public.

The Council’s Head of Customer and Commercial Services (Mark Westall) gave the Committee a presentation on the Council’s Customer Service Delivery.

The presentation covered the following areas:

- (1) Corporate priorities;
- (2) Background:–
 - Channel Shift Strategy;
 - Customer Service Delivery Strategy;
 - Digital Transformation.
- (3) Where we want to get to;
- (4) Customer Service Hub;
- (5) My Tending Portal;
- (6) Other parts of the District; and
- (7) In Conclusion:-
 - Better service for residents;
 - Many services available 24 hours a day;
 - Accessible in more locations.

Following on from the presentation Members were given the opportunity to ask questions.

The Chairman thanked the Head of Customer and Commercial Services for the information that he had provided.

**24. REPORT OF THE HEAD OF CUSTOMER AND COMMERCIAL SERVICES - A.1 -
REVIEW OF THE YEAR 2017/18 AND WORK PROGRAMME 2018/19 FOR THE NEW
RESOURCES AND SERVICES OVERVIEW AND SCRUTINY COMMITTEE**

There was submitted a report by the Head of Customer and Commercial Services (Mark Westall), which provided the Committee with a review of the work it had carried out in the current municipal year and which also sought Members' input into a draft Work Programme for the new Resources and Services Overview and Scrutiny Committee for the coming 2018/2019 Municipal Year for recommendation to the Annual Meeting of the Council to be held on 24 April 2018.

The Council's Head of Customer and Commercial Services explained that Appendix A to the report was a summary of what had been discussed and agreed by the Committee in the municipal year thus far.

Members were aware that it had been agreed by Council that the Council would appoint two Overview and Scrutiny Committees for the Municipal Year 2018/19 and that the Service Development and Delivery Committee would be dissolved and its work would become part of the Resources and Services Overview and Scrutiny Committee. The Resources and Services Overview and Scrutiny Committee would have a number of "routine" items which would be vital to ensure the Council, as a whole, was performing efficiently and effectively, managing its resources in the very best interest of the community it served, and complying with the appropriate legislation and guidelines. This would include financial strategy, budget setting and performance.

Members were informed that the Resources and Services Overview and Scrutiny Committee would undertake evidenced reviews of the effectiveness of:

- The Financial Strategy
- Budget Setting (including the General Fund and the Housing Revenue Account)
- Service Delivery and Performance
- Procurement and Contract Management
- Transformation and Digital Strategies
- Customer Service and Standards

Meetings of task and finish groups could be called as required following the terms of reference being agreed by the Committee.

Members were aware that the Corporate Management Committee had met and considered the Work Programme for the 2018/19 Municipal Year at its meeting held on 12 March 2018.

The Head of Customer and Commercial Services stated that Appendix B was a suggested Work Programme submitted by the Corporate Management Committee for the new Committee and he invited the Committee to add any extra items it felt were required.

Following discussion by the Committee it was **RESOLVED** that:

- (a) the report on the review of the year 2017/18, as detailed in Appendix A to item A.1 of the Report of the Head of Customer and Commercial Services be noted; and
- (b) a draft 2018/19 Work Programme for the new Resources and Services Overview and Scrutiny Committee, be submitted to the Annual Meeting of the Council for approval, with the inclusion of the following items:
- Update on Careline and Lifting Service.
 - Review of Beside the Seaside Festivals 2018.
 - Review of Clacton Air Show 2018.
 - Review the impact of the Public Convenience Strategy and future plans for a charging model.
 - Review of Tendring Closed Road Rally 2018.
 - Homelessness Provision.
 - Review of Environmental issues in light of the Waste Contract changes.

The Chairman, on behalf of himself and the Committee, thanked the Head of Customer and Commercial Services and the Committee Services Officer (Katie Sullivan) for all the help and assistance that they had given to Members during his tenure as Chairman of the Committee.

The meeting was declared closed at 9.40 pm

Chairman