

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Scrutiny Committee

2nd November 2016

REPORT OF THE DIRECTOR OF FINANCE & CORPORATE SERVICES

Matter for Monitoring

Wards Affected: ALL

Report Title

Corporate Improvement Objective - Digital by Choice - Highlight Report – Quarter 2 progress report (April 1st – 30th September) 2016-17

Purpose of the Report

To provide Members with the Digital by Choice Highlight Report – Quarter 2 2016-17 which provides a progress update for the first six months of 2016-17 for one of the six Corporate Improvement Plan objectives which fall within the remit of Policy & Resources Scrutiny Committee.

Summary

Overall we are on track to deliver what we have planned for this priority. We are progressing well with making our website easier and more new services will be available on-line this year. 97% of our website is available in Welsh; most of the remaining pages are in the process of being translated.

Our ability to further reduce face to face contacts in our one stop shops is now limited as we await implementation of the next phase of online/self - serve options. Once implemented, as per last year we would then anticipate a decrease in visitors to the one stop shops as customers access those alternative service request channels. During quarter 2 this year however, we have seen an increase in the number of personal callers to both the one stop shop sites.

A digital inclusion charter was approved in May 2016 which will assist more people to become digitally included and enjoy the benefits that they can experience from being online. Work to upskill staff in relation to digital literacy is progressing.

Work is progressing well with roll out of the iProcurement System and with income generation opportunities. In relation to self-service options across internal support services, we will have an agreed scoping document by the end of November and work will commence thereafter.

Financial Impact

The performance described in the attached highlight report is being delivered against a challenging financial backdrop.

Equality Impact Assessment

Implementing the Digital by Choice Strategy will assist the Council in delivering part of its Strategic Equality Plan. The creation of an employee portal will eliminate inequality of access to staff information. The equality impact of measures to increase income will be identified as proposals start to emerge.

Workforce Impacts

There are significant implications for staff skills regarding the Digital by Choice Strategy which are being identified and addressed through the Board. Workforce impacts of other workstreams will be identified as the detail of change proposals emerge.

Legal Impacts

To support the discharge of the duty placed on the Council, as contained within the Local Government (Wales) Measure 2009, to 'make arrangements to secure continuous improvement in the exercise of its functions'.

Risk Management

Failure to have robust performance monitoring arrangements could result in poor performance going undetected.

Relevant corporate risks associated with the delivery of this improvement objective are contained within the appendix.

Consultation

No requirement to consult on this item.

Recommendation

For Members to note the progress report for the Digital by Choice corporate improvement objective as contained within the attached highlight report.

Reasons for Proposed Decision

Matter for monitoring. No decision required.

Implementation of Decision

Matter for monitoring. No decision required.

Appendices

Appendix 1 – Digital by Choice Highlight Report – Quarter 2 2016-17

List of Background Papers

The Neath Port Talbot [Corporate Improvement Plan - 2016/2019](#) “Rising to the Challenge”;

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