



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Cabinet

31 July 2019

ASSISTANT CHIEF EXECUTIVE AND CHIEF DIGITAL OFFICER

K. Jones

Matter for: Decision

Wards Affected: All Wards

Report Title:

1. Wales Audit Office (WAO) - Service User Perspective Review: Online Services – Neath Port Talbot County Borough Council June 2019

Purpose of the Report:

2. To present to Cabinet the WAO's review of the Council's approach to shifting services online and for Cabinet to approve the proposed action plan in response to the review findings.

Background:

3. During 2018, the WAO undertook a review of the Council's online services as part of their programme of audit work for 2018-19. The review looked at the Council's approach to channel shifting services online and how service users are involved in the process. The review asked service users for their views about the Council's online services (79 responses were received). Key information from that survey is contained in Appendix 1.

Main Findings:

4. Overall, the review found that, most service users from the survey were satisfied with the Council's online services but the Council is not

gathering user satisfaction data on the individual services it has shifted online.

5. The report contains two proposals for improvement (P1 & P2) and one opportunity (O1) to explore. These are as follows:

P1: The Council should develop a systematic approach to involving service users in the future design and development of its online/channel shifted services.

P2: The Council should develop additional ways to generate more service user feedback on its online services, so that it can continue to make improvements.

O1: Explore the use of assistive technologies to improve access to digital services, for example 'text to speech'.

The Council has accepted the proposals for improvement as set out in the 'Council Response Form' contained in Appendix 2.

Financial Impact:

6. The audit work undertaken by the Wales Audit Office has been delivered within the budget allocated for audit and inspection work.

Integrated Impact Assessment:

7. There is no requirement to undertake an Integrated Impact Assessment.

Valleys Communities Impacts:

8. No implications.

Workforce Impacts:

9. No implications.

Legal Impacts:

10. Under the Local Government (Wales) Measure 2009 (the Measure) and Wellbeing of Future Generations (Wales) Act 2015, the Auditor General for Wales is required to carry out audit work of the Council's business throughout the year as agreed in the audit programme and to assess whether the Council has made proper arrangements for securing economy, efficiency and effectiveness in the use of its resources.

Risk Management Impacts:

11. The Audit has not identified any corporate governance issues.

Consultation:

12. There is no requirement for external consultation on this item.

Recommendations:

13. That Cabinet note the WAO findings following their review of the Council's online services, and that the proposed action plan in response to the review findings, be approved.

Reason for Proposed Decision:

14. For the approved action plan to be forwarded to the Wales Audit Office.

15. Implementation of Decision:

The decision is proposed for implementation after the three day call in period.

Appendices:

16. Appendix 1 – Wales Audit Office Service User Perspective Review: Online Services – Neath Port Talbot County Borough Council's June 2019
17. Appendix 2- Council Response Form

List of Background Papers:

18. Wales Audit Office audit programme 2018-19.

Officer Contact:

19. Karen Jones, Assistant Chief Executive and Chief Digital Officer
Telephone: 01639 763284, email: k.jones3@npt.gov.uk.