Council Redesign Programme and Accessibility Review Panel

Members

Councillors Mandy Darling (Chairwoman), Atiya-Alla, Barnby, Barrand, Brown, Douglas-Dunbar, Foster, Kennedy, Chris Lewis, Loxton, Mills and O'Dwyer

(Contact Governance Support on t: 01803 207087 or e: governance.support@torbay.gov.uk)

A meeting of **Council Redesign Programme and Accessibility Review Panel** will be held on **Monday, 23 May 2022** commencing at **2.00 pm**

The meeting will be held remotely via Zoom (the links to the meeting are set out below)

Join Zoom Meeting
https://us02web.zoom.us/j/81372338052?pwd=TEYzckJIbWJManN0REtzQXhFTGdlQT09

Meeting ID: 813 7233 8052
Passcode: 972599
One tap mobile
+442034815240,,81372338052#,,,,*972599# United Kingdom

Agenda

1. **Apologies**
   To receive apologies for absence, including notifications of any changes to the membership of the Panel.

2. **Declarations of Interest**
   a) To receive declarations of non pecuniary interests in respect of items on this agenda

   For reference: Having declared their non pecuniary interest members may remain in the meeting and speak and, vote on the matter in question. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.

   b) To receive declarations of disclosable pecuniary interests in respect of items on this agenda

For reference: Where a Member has a disclosable pecuniary interest he/she must leave the meeting during consideration of the item. However, the Member may remain in the meeting to make representations, answer questions or give evidence if the public have a right to do so, but having done so the Member must then immediately leave the meeting, may not vote and must not improperly seek to influence the outcome of the matter. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.

(**Please Note:** If Members and Officers wish to seek advice on any potential interests they may have, they should contact Governance Support or Legal Services prior to the meeting.)

3. **Communication, consultation and engagement** (To Follow)
To consider the performance information on the communication, consultation and engagement activity targets identified within the Service Business Plan to monitor the effectiveness of the work being carried out to implement the Community Engagement and Empowerment Strategy.

Key Lines of Enquiry:

- How does this year's performance compare to previous years?

- What action has been taken to ensure that we are reaching out to as many of our communities in different ways, particularly those in our deprived wards to ensure that that they are kept informed and have two way communication with the Council?

(Note: The Head of Policy, Performance and Community Engagement, Kate Spencer will be present for this item.)

4. **Update on the Implementation of the Customer Relations Management (CRM) Project** (Pages 6 - 11)
To receive an update on the progress on the implementation of the Customer Relationship Management (CRM) System.

Key Lines of Enquiry:

- What progress has been made in respect of Civica, Open Portal and staffing levels for the CRM project.

(Note: The Divisional Director for Corporate Services, Matt Fairclough-Kay will be present for this item.)

5. **Initial Recommendations from the Panel** (Page 12)
To consider the initial recommendations of the Panel to inform an interim report of the Panel.

Instructions for the press and public for joining the meeting
If you are using an iPad you will need to install Zoom which can be found in the App Store. You do not need to register for an account just install the software. You only need to install the software once. For other devices you should just be taken direct to the meeting.

Joining a meeting

Click on the link provided on the agenda above and follow the instructions on screen. If you are using a telephone, dial the Zoom number provided above and follow the instructions. (**Note:** if you are using a landline the call will cost up to 13p per minute and from a mobile between 3p and 55p if the number is not covered by your inclusive minutes.)

You will be placed in a waiting room, when the meeting starts the meeting Host will admit you. Please note if there are technical issues this might not be at the start time given on the agenda.

Upon entry you will be muted and your video switched off so that only the meeting participants can been seen. When you join the meeting the Host will unmute your microphone, ask you to confirm your name and update your name as either public or press. Select gallery view if you want see all the participants.

If you have joined the meeting via telephone, your telephone number will appear on screen and will be displayed for all to see until the Host has confirmed your name and then they will rename your telephone number to either public or press.

Speaking at a Meeting

If you are registered to speak at the meeting and when it is your turn to address the Meeting, the Chairman will invite you to speak giving the Host the instruction to unmute your microphone and switch your video on (where appropriate) therefore please pause for a couple of seconds to ensure your microphone is on.

Upon the conclusion of your speech/time limit, the Host will mute your microphone and turn off your video.

Meeting Etiquette for Registered Speakers – things to consider when speaking at public meetings on video:

- Background – the meeting is public and people will be able to see what is behind you therefore consider what you will have on display behind you.
- Camera angle – sit front on, upright with the device in front of you.
- Who else is in the room – make sure you are in a position where nobody will enter the camera shot who doesn't want to appear in the public meeting.

- Background noise – try where possible to minimise background noise.
- Aim to join the meeting 15 minutes before it is due to start.

Council Redesign Update

May 2022

TORBAY COUNCIL

Content

Update on progress

Next steps

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What have we done so far?

- Design principals agreed and in use – Digital Inclusion
- Project resource assigned, both £ and 🙂
- Service review methodology developed and agreed
- Service Redesign and Process mapping started
- CRM Spec agreed
- CRM procurement complete – Appointed supplier
- CRM mobilisation started – OpenPortal and Civica Connect
- New service plans developed, piloted and rolled out
- Performance and Risk management overhauled
- Power BI piloted
- Benchmarking started
- Office 365 fully deployed

CIVICA

Promoting self-service
- ✓ manage council tax
- ✓ manage benefit claims
- ✓ manage business rates

Power BI

OPENRevenues

Office 365
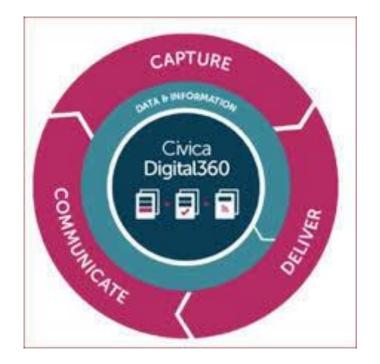
Cloudbooking

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What is next?

- A lot more process mapping
- Service plan implementation
- Service reviews
- CRM OpenPortal Go-Live
- CRM Beta Release
- Office 365 development
- Power BI way ahead
- Engagement
- People projects

'To Be' Vision

(as presented by a US supplier of CRM systems)

Questions?

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Council Redesign and Accessibility Review Panel

Emerging Recommendations:

1.   To consider how the public realm could be used to help provide safe spaces for people to access wifi and/or computers.

2.   To support the work of the Digital Inclusion Group.

3.   To ensure that those people who are unable to access digital technology are able to access service in other ways and that this is monitored by the Council Redesign and Accessibility Review Panel.

4.   That the Council Redesign and Accessibility Review Panel continues to meet to monitor the progress of the implementation of the Customer Relations Management System, particularly regarding the actual accessibility and ease of use of the systems for our customers, to act as 'critical friend' and ensure that the project meets its anticipated outcomes.

It is recommended that the Panel agree their recommendations to inform an Interim Report which will be circulated to the Panel via email for consideration based on their discussions and then submitted to the next available Overview and Scrutiny Board for sign off.