OVERVIEW AND SCRUTINY BOARD

5th April 2017

Meeting commenced: 2.00pm
Meeting ended: 5.05pm

PRESENT: Councillor Jolley – in the chair
Councillors Balkind, Brocklehurst, Burch, Clarkson, Lewis, Ord and Turner

Lead Member: Councillors Hinds

OFFICERS: Debbie Brown – Director Service Reform and Development
Steven Fry - Project Delivery Lead
David Hunter - Assistant Director (ICT)
Paula Summersfield - Strategic Finance Manager
Richard Basson - Capita
Joanne Hardman - Head of Financial Management
Karen Lucas - Principal Democratic Services Advisor

1. APOLOgies FOR ABsENCE

Apologies received from Councillors Barnes, Morris and Bellamy.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.
3. REVIEW OF ASSISTED DIGITAL REPORT - MONITORING OF THE RESPONSES TO THE RECOMMENDATIONS.

Debbie Brown, with the support of Steven Fry and David Hunter provided an update on the recommendations arising from the review of Assisted Digital carried out by a Sub Group of the Overview and Scrutiny Board.

In line with the aims of the Customer Strategy, and the recommendations of the Assisted Digital sub-group, work has begun with the Good Things Foundation to do some preliminary work to understand the current digital inclusion offer across the city, baseline the city’s current digital capacity and build a business case to lever in investment to address the digital inclusion agenda.

Good Things Foundation (formerly Tinder Foundation) is a charity that supports digitally and socially excluded people to improve their lives through digital and is the leading digital inclusion organisation in the UK.

Members were informed that this work will encompass many of the recommendations of the Assisted Digital Sub-Group and address many of the issues highlighted.

The following table provides an overview of the recommendations arising from the review of Assisted Digital, the response received to those recommendations in September 2016 and the subsequent update provided at this meeting:

<table>
<thead>
<tr>
<th>Finding</th>
<th>Recommendations</th>
<th>Initial Response</th>
<th>Updated response – 5th April</th>
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<tbody>
<tr>
<td>ICT Equipment:</td>
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<tr>
<td>Network Access:</td>
<td>To be a truly effective digital council, to programme over the next 2 years a refresh of ICT equipment and network access across the estate.</td>
<td>Further investigation of the issues – occurrences need to be reported. Mike Benjamin will ask for any instances to be noted by Gateways and Libraries</td>
<td>In terms of network access, further investigation will need to be carried out to explore the issues and identify solutions. David Hunter’s team will progress this review and report back as to potential solutions.</td>
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In terms of public access ICT equipment, Salford City Council
Problems encountered accessing the City Council App via mobile phones. Due to the present security restrictions on I.T. equipment in the Gateway Centre and libraries; unable to access Google Chrome etc.

**ICT equipment:**
During the course of the review members of the Sub Group received lots of feedback about the ICT equipment being 'out of date' in the Gateway Centres and libraries.

<table>
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<th>Review ICT replacement plans which ICT/libraries have been in discussions about David Hunter (ICT) responses:</th>
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<tr>
<td>The Council's ICT to investigate the WiFi issue and potentially increase the capacity at key locations.</td>
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<td>Logon access to Freebee Wifi has recently been improved.</td>
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<td>The Council has recently launched a new version of the Mobile App that is now totally accessible to all devices.</td>
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<td>The Council must invest in new computer hardware for all Public Access areas. This will resolve the current problems with Google Chrome.</td>
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<td>Computer hardware in Public Access areas has not been replaced for a number of years due to a lack of funding.</td>
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<td>A report was issued and approved by Lead Members in July 2013, but no funding was made available.</td>
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<td>A 5 year refresh programme would cost about £100k per annum for the whole Public Access estate of approx 200+ devices.</td>
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<td>A further attempt to seek funding will be made in 16/17</td>
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Officers have carried out a review of the public access kit in conjunction with Salford Community Leisure. Voicebox were commissioned to understand what users wanted from the equipment in public access buildings. The findings from the Voicebox study are currently being collated into a findings report but the overwhelming theme was that customers simply want equipment that works rather than upgraded equipment.

To ensure we rectify this position as soon as possible, funding has been identified to replace the public access equipment on a like for like basis.

There were other useful comments from members of the public around the layout and feel of the Gateways which will be revisited in the near future, but the priority is to replace the existing equipment. This replacement is planned to take place between April and June.

A 3 year lifecycle replacement programme is planned.

**Recommendation:**
No further feedback requested by the Board.
Training Courses:

| There appears to be some variations in content consistency of courses provided by the council and partners. | The City Council and partners to agree a specification for the content of community training courses to ensure that individuals are guided through relevant partners websites and are set up to access a Salford Customer Account. | First Steps courses are delivered in different areas – all the library and Gateway sessions include creating a SCA. The relevance of other web sites e.g. social housing will depend on the location and circumstances of those attending – if social housing tenants. The Housing Digital partnership is aiming towards greater joint promotion. First Steps courses tend to cover similar topics - internet searches, security, email, creating accounts but the length of the courses (often determined by the funding source will vary. Need for greater consistency to be raised by Mike Benjamin with partners. | A city approach to digital inclusion is in progress, led by Good Things Foundation. This would seek to bring together all partners and providers to create a consistent approach to digital skills and capacity building. |
Inspiring Communities Together are working in partnership with Care on Call to undertake visits to those vulnerable members of the community in regard to social connectivity and to improve their digital skills.

The Tech & Tea courses target individuals who are 65 years plus. Courses are held in a variety of venues across the city including residents in care homes.

The Tech and Tea project is a Public Health commission won by the Community Learning Partnership (led by Inspiring Communities) with a specific target of over 65’s. Public Health contact - Ian Ashworth The activity complements that of partners for example support in libraries/housing/Age UK/Salford Disability forum.

As part of the city approach, key workstreams will be explored where a more targeted or tailored approach would be of benefit to vulnerable groups within our communities.

**Recommendation:**
No further feedback requested by the Board.

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<th>Joint Partnership Working:</th>
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<td>During the course of the review it was apparent that there is no direct link from the public access pc’s of housing providers to the Council website and vice versa.</td>
<td>To implement connectivity/links between partner organisations Apps. If unable to introduce the function above, to install an icon/quick link on desktops to Salford Customer Account on the pc’s in Gateway Centres and libraries etc</td>
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<td>Links can be put on libraries home page for the public access PC’s. Will be raised with Housing Digital Partners – Citywest/Salix/Pendleton Together to add links. Mike Benjamin Dave Hunter;- As part of the Digital Salford strategy and Public Access refresh we will ensure that direct links to all partner’s websites and the new Community Hub will be made accessible and visible on the desktop of all computers.</td>
<td>As part of the city approach to digital inclusion, we will work towards a reciprocal arrangement which connects the digital offerings of each partner.</td>
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A variety of venues are made available to the public to access ICT.  

As part of the plans to extend the digital landscape schools to be encouraged to open up their digital suites to the public.

The Council and partners to use these facilities for local community training courses.

Will be raised at Community Learning Partnership meeting (end Sept) – Mike Benjamin

Cathy Starbuck responded:-
1. Some Schools currently have their own local agreements, regarding allowing the community to access ICT. For schools who have not gone down this route they would need support in creation of their own policies, around these local agreements to ensure safeguarding and security issues. Model guidance could be provided to support the schools and good practice could be shared to encourage schools to take on this practice.
2. Many schools have moved away from ICT Suites, to ICT access throughout via mobile technologies. The mobile nature of the devices increases the security risk of items of hardware whilst in community use which makes it more difficult to manage the risks and increases the need for security.
3. There will be cost implication for schools for community use as this will need to take place after normal school hours. Parental engagement is a priority

for many schools so such partnership working with training providers is likely

If providers would like to put on courses at school venues, this is something that Cathy Starbuck can explore with the proposed venue.

**Recommendation:**
Progress to be reported back to the Overview and Scrutiny Board later in the year.
| Extending our assets | Urban Vision to install I.T Infrastructure to enable wi-fi access in all new builds and refurbishments. | This will be raised with Urban Vision via the client side lead Dave Hunter: This recommendation will be discussed with key broadband suppliers to the city | Through the city approach, there may be ways we can work with businesses based locally to extend the provision of free wi-fi across the city. 

**Recommendation:** Progress to be reported back to the Overview and Scrutiny Board later in the year. |
| Increasing the number of people in Salford who have a customer service account. | Housing partners to be encouraged to set this up for all tenants who attend their ICT courses. | Part of Housing Digital Partnership agenda | This will be picked up as part of the city approach to digital inclusion and promotion of key services. 

**Recommendation:** Progress to be reported back to the Overview and Scrutiny Board later in the year. |
| Engagement with Members: | All elected Members have a key role in supporting their residents and acting as an ambassador and champion | There have been sessions have so far been offered to members which cover the wider digital transformation programme. The most recent of these were June 2016 and |
for the City Council. Therefore we recommend further engagement with all Members on the findings of this report and ask that they support the Council in taking forward the Customer Strategy which sets out a new way of interacting with our customers and expectations of our staff to use technology where possible to make processes quicker easier and better.

December 2017.

The transformation team have also started some more focused work with members on how technology may be able to assist in members becoming better community leaders. A summary of work on this to date is being drafted to circulate to all members.

The team would be happy to facilitate a further session which could focus on delivery of the customer strategy and how members could help advocate new ways of interacting with our customers.

**Recommendation:**

1. Further communication with Members to encourage the use of technology.

2. Progress to be reported back to the Overview and Scrutiny Board later in the year.
Councillor Ord asked rather than disposing our old pc's, whether they can be refurbished and re-issued to people in the community. David Hunter explained the implications arising from licenses and software requirements; and how it is cheaper for individuals to purchase. However, David agreed to liaise with software companies to see if they are able to any packages to local communities.

Suggestion of encouraging Councillors to register for a customer account; which in turn will provide the confidence to assist individuals in the community to do the same.

RESOLVED: THAT, (1) the update on the recommendations from the review of Assisted Digital be noted, and officers to provide feedback as requested later in the year;

(2) To progress the offer for The Good Things Foundation to be invited to a future meeting of the Board.

3. MINUTES OF THE MEETING HELD ON 1 MARCH 2017

RESOLVED: THAT, the minutes of the meeting held on 1 March 2017 were approved as a correct record.

4. OVERVIEW AND SCRUTINY BOARD WORK PROGRAMME

The board noted the work programme as presented.

Agenda items for inclusion on the next meeting on Wednesday 6th June include:

- Salford response to GM’s Governance arrangements

RESOLVED: THAT, the work programme be accepted.

5. PART 2 - EXCLUSION OF THE PUBLIC.

RESOLVED: THAT, under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as specified in the relevant paragraphs of Part 1 of Schedule 12(A) to the Act.
6. TREASURY MANAGEMENT MEMBERS AWARENESS SESSION

Richard Basson from Capita provided a detailed presentation to enable Members of the Overview and Scrutiny Board to gain a better understanding of Treasury Management. The presentation included:

- Legislation
- CIPFA TM code of practice
- 2015/16 balance sheet review
- Economics overview
- Creditworthiness considerations/credit ratings/CDS
- Investment portfolio
- Key treasury indicators/prudential indicators
- Debt Portfolio
- Debt management considerations
- Scrutiny aspects from a Member perspective on the above

Councillor Jolley informed Members of the Board that Paula Summersfield has forwarded a copy of the treasury management toolkit which needs completing and submitting to Cllr Hinds as per the Councils audit report. Karen Lucas to forward a copy to all Members for feedback/comment on the detail already completed. The deadline for return to Paula is May 2017 for the auditors.

RESOLVED: THAT, (1) Members of the Overview and Scrutiny Board thanked Richard for his attendance and thorough presentation;

(2) Consideration to be given to providing a shorter presentation to all Members of the Council.

7. DRAFT REPORT ARISING FROM THE REVIEW OF THE LEGAL SERVICES CONTRACT

RESOLVED: THAT, (1) Members of the Overview and Scrutiny Board agreed the content of the draft report submitted for consideration;

(2) Arrangements to be made to formally present the report and findings to the Lead Member for Finance and Support Services and the Assistant Director for Legal and Governance.
8. **DRAFT SCOPING DOCUMENT FOR THE REVIEW OF THE WORKFORCE STRATEGY**

Members considered the draft scoping document submitted for agreement.

RESOLVED: THAT, the scoping document was agreed; Members to inform Karen Lucas if they would be willing to participate in the review of the Workforce Strategy. Meetings to commence in May diaries permitting.

9. **ANY OTHER BUSINESS**

9.1 **GREATER MANCHESTER SCRUTINY ARRANGEMENTS**

Councillor Jolley informed Members of the Overview and Scrutiny Board of the GM Scrutiny proposals circulated for consultation, which seeks feedback from districts on the Scrutiny Working Groups preferred option for GM’s new overview and scrutiny structures.

Proposals include:

- Three scrutiny committees for GMCA;
- Each will have membership of 15;
- Each committee will have at least 1 member from each district which will reflect political balance across GM.

RESOLVED: THAT, the update be noted.