

Time Commenced – 6:00 pm
Time Finished – 7.47 pm

Corporate Services Scrutiny Review Board

1 February 2018

Present: Councillor Jackson (Chair)
Councillors Bayliss, Dhindsa, Hudson, Marshall and Pegg

15/17 Apologies for Absence

There were no apologies for absence received.

16/17 Late Items

There were no late items.

17/17 Declarations of Interest

There were no declarations of interest.

18/17 Minutes of the meeting held on 9 October 2017

The minutes of the meeting held on 9 October 2017 were confirmed a correct record.

19/17 Derby City Council Digital Strategy Update

The Board received a presentation on the Council's Digital Strategy, which demonstrated the Council's new CRM system and Customer Portal.

It was reported that when using the Council's online services, customers were now asked to create an online account, which allowed the service to then become personalised to the user, with details such as who they were and where they lived. It was noted that so far, 86% of those using the site had registered their details.

Members were impressed by the details on the system that they'd received so far and were keen to act as advocates to their constituents, during ward surgery's for instance, where they could create requests on behalf of them.

Concern was raised that customers are not kept as up to date as possible with progress during any requests and it was suggested that an automated email alert be set up to let customers know when their request was complete.

The Board were informed that as part of the system there would be a Members casework element, which was due to be completed before the end of the existing CRM contract.

Members expressed their thanks to Bernard Fenton, and wished for it to be noted that the improved customer portal looked fantastic.

Resolved to note the presentation and receive a further update at the next meeting.

20/17 IT at Derby City Council – an Update

The Board received a presentation on the all staff IT satisfaction survey carried out in November 2017, along with an updated improvement plan.

It was noted that the number of respondents had decreased which was disappointing, but that the response regarding the performance of the overall service in the last six months had increased as had the overall satisfaction.

Members were informed of the improvements planned for 2018/19, these included a review and refresh of the IT customer interface, events to secure user engagement and system fitness for purpose reviews.

Resolved to note the report.

21/17 OD Strategy – Update on Priorities

The Board considered a report on the progress made on the OD Strategy in this current financial year.

Members were informed of the main priorities of the action plan, and the progress made to date.

It was noted that once progress had been reported to COG a further update would be provided to the Board.

Resolved to note the progress on the Strategy.

22/17 Parking and Drop off Arrangements for the Council House

The Board considered a report on the parking and drop off arrangements for the Council House. It was reported that the number of spaces available was 41, yet there were currently 57 staff with blue badges, of which 23 spaces were available to them, due to the other bays allocated as reported to Members, arrangements that were agreed upon the reopening of the Council House.

Concern was raised by Members that there were no available spaces for them to attend the Council House to carry out their duties. It was stated that the distance to the secondary parking spaces at the Assembly rooms was in breach of the Equalities

Act and so consequently further consideration should be given to the breakdown of the available spaces.

The Board noted that further consideration, along with the breakdown of spaces, be given to using the loading bay on Derwent Street as a drop off area, which would require a traffic regulation order change. Members agree that a mini topic review consider the concerns raised and report back to the next meeting of the Board.

Resolved to consider the points raised by the Board at the next meeting, following a light touch topic review with input from all interested parties.

MINUTES END