

**Agenda Item No:** 7



Report to Overview and Scrutiny Committee

[Progress Update on Recommendations from the O&S Digital Transformation Review]

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**The Overview and Scrutiny Committee is asked:**

1. To note the progression of the recommendations made by the Overview and Scrutiny Digital Transformation Task Group in 2020.

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**Date of O&S meeting:** 12<sup>th</sup> October 2021

**Chair of O&S Committee:** Cllr Ovenden

**Relevant Portfolio(s):** HR and Customer Services  
Finance and IT

**Summary:** In June 2020, the Overview and Scrutiny Task Group was formed to conduct a review on the progress of digital transformation across council services.

The review resulted in eight recommendations (Appendix A) and these were approved by Cabinet in October 2020.

This report looks at the progress made for each of the actions since they were approved last year.

**Exempt from Publication:** **NO**

**Background Papers:** Final Report of the Digital Transformation Task Group, October 2020

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## **Report Title: Progress Update on Recommendations from the O&S Digital Transformation Review**

### **Introduction and Background**

1. In June 2020, the Overview and Scrutiny Committee commissioned a review to investigate the progress of digital transformation across the council's services. The Task Group examined how far digital transformation had evolved at Ashford Borough Council as related to the scope of the review. The recommendations were made to assist further digital transformation of services and enhance the digital experience for Customers, Members and Officers.
2. A total of 8 recommendations were made to Cabinet in October 2020 and were all approved. This report looks at how the recommendations have progressed since they were approved last year.

### **Conclusion**

3. Since Cabinet approved the digital recommendations last year, good progress has been made for each of the actions. Several actions have been completed so far and any outstanding are expected to be delivered by the end of 2021 or during 2022.

### **Contact and Email**

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## Progress of Recommendations

No.	Recommendation	Progress	Timescale/Delivery Status	Lead Service/Team
1	Note the implementation of the digital strategy to date and endorse the emerging digital programme to be delivered up until 2025	New strategy, 'IT, digital and Customer Services' in initial stages. Plans to go to Advisory Board later this year.	Strategy by July 2022	HR and Customer Services
2	That a digital survey regarding homeworking and virtual meetings is conducted for Members, to find out what lessons have been learnt since new arrangements were introduced in March 2020 as a result of Covid-19 and what can be improved for the future	A Member survey is being drafted currently by Member Services.	December 2021	Member Services
3	To continue to support homeworking, virtual meetings and hybrid meetings as valid ways of running council services and meetings in the future and ensure that there are adequate IT systems in place to deliver these efficiently	Hybrid meetings have been introduced to Audit and O&S, with plans to expand to other Committee meetings.  Plans to look at IT equipment in the Committee Rooms and Chamber to be able to achieve hybrid meetings where possible.	Ongoing – as soon as possible.	IT  Member Services
4	Create a Corporate Etiquette protocol for Microsoft Teams that covers making calls, leaving messages and showing availability.	Internal communications are due to be circulated to all staff regarding rules around the use of Outlook and voicemail. This is expected within the next few months.	December 2021	HR and Customer Services

		Work is being undertaken to create an office etiquette in a hybrid world. This is being developed using feedback from staff surveys.		
5	That the online calendar function on Mod.gov is updated regularly to inform Members of future meetings for at least the next six months	The online calendar function on Mod.Gov is updated with meeting dates every March when the dates are released.	Completed and is reviewed periodically.	Member Services
6	Proceed with creating an online central database for local and national data that residents are able to access and view statistics regarding Ashford Borough	A draft Borough Profile is being developed. This brings indicators for all aspects of the Borough including demographics, education and travel, for example, including economic activity. The council will shortly be recruiting a Business Analyst to continue to build this data set before publishing on the intranet and ultimately the website.	Later 2022	Corporate Policy
7	That a fact sheet is produced for all Members and staff with advice on broadband and how to check your connectivity whilst working remotely.	Advice and links have been shared with members as part of the response to calls logged to the IT Service Desk.	Completed - further queries will be responded to promptly when received.	IT
8	Prioritise completion of an IT asset register to ensure that all council owned equipment is logged and returned to the Civic Centre when appropriate.	The IT asset register has been completed as part of an internal audit on IT asset management.	Completed.	IT

