

**Review of Council Redesign Programme and Accessibility**  
**Draft Scope, Feedback and Findings**

<p><b>Scope</b></p> <ul style="list-style-type: none"> <li>• The purpose of the review is to ensure the Council’s Redesign Programme results in services that are accessible to all, this review will focus on the following key projects: <ul style="list-style-type: none"> <li>• <b>Our Communities</b> – we will reconnect with and enable and empower our communities; through enabling, engaging and influencing; and</li> <li>• <b>Our Organisation</b> - we will put our customers at the centre of our organisation; through our Gateway, our System, our Offer and our Performance.</li> </ul> </li> <li>• This review will form part of the assurance process for the Council Redesign Programme – testing whether the aims and objectives of the review are being met with a focus on inclusivity, in particular digital inclusivity.</li> </ul>	<p><b>Timescales</b></p> <ul style="list-style-type: none"> <li>• See further details below.</li> </ul>
<p><b>Methodology</b></p> <p>Initial consideration at Overview and Scrutiny Board - complete.</p> <p>Task-and-finish group to be established to receive briefing notes and information arising from Call for Evidence (various dates).</p> <p>Overview and Scrutiny Board in (date to be confirmed) for final agreement of recommendations for presentation to Cabinet and/or Council.</p>	<p><b>Communications and Engagement</b></p> <ul style="list-style-type: none"> <li>• Initial call for evidence – social media/website</li> <li>• Response to questions and posts by Leads/Members</li> <li>• Follow up posts – taking on board feedback</li> <li>• Direct emails to (staff, partners, voluntary and community groups)</li> <li>• Invites to meetings (various)</li> <li>• Publication of final report (date to be confirmed)</li> </ul>

<p><b>Information required</b></p> <ul style="list-style-type: none"> <li>• As set out against each meeting below:</li> <li>• Overall update report on the current position in relation to the Council Redesign Programme.</li> <li>• Timeline for future decision points.</li> <li>• Supporting documents for Customer Relationship Management (CRM) system: <ul style="list-style-type: none"> <li>○ Data on current customer interactions.</li> <li>○ Feedback on customer contact previous gathered.</li> <li>○ Customer Care Standards.</li> </ul> </li> <li>• Action Plan for delivery of the Community Engagement and Empowerment Strategy.</li> </ul>	<p><b>Membership of Task-and-Finish Group</b>  Councillor Mandy Darling (Chair of the Group) and  Councillors Atiya-Alla, Barnby, Barrant, Brown, Foster,  Kennedy, Chris Lewis, Loxton, Mills and O’Dwyer</p> <p><b>Support Officer:</b>  Teresa Buckley</p>
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<b>Meeting/Milestone</b>	<b>Action</b>	<b>Information Required</b>	<b>Key Lines of Enquiry</b>
Overview and Scrutiny Board	Establish review of Council Redesign Programme and Accessibility		
Task and Finish Group (Meeting 1) - 20 January 2021	Outline agreement of scope of the review	<ul style="list-style-type: none"> <li>• Draft Scope</li> </ul>	
Task and Finish Group (Meeting 2) – date 4 March 2021	<ul style="list-style-type: none"> <li>• To receive an update on the Council Redesign Programme, particularly the Our Communities and Our Organisation projects and the timescales for implementation (this will help to inform the timetable for the review) – Anne-Marie Bond/Matt</li> </ul>	<ul style="list-style-type: none"> <li>• Overall update report on the current position in relation to the Council Redesign Programme.</li> <li>• Timeline for future decision points.</li> <li>• Draft Scope.</li> </ul>	<ul style="list-style-type: none"> <li>• How does the Council intend to engage and consult with the community prior to making changes this year and what input can the community have into this process?</li> <li>• How does this link to the One Public Estate and the aim to have all public services together?</li> <li>• What benchmarking has been used to learn from good practice elsewhere?</li> </ul>

Meeting/Milestone	Action	Information Required	Key Lines of Enquiry
	<p>Fairclough-Kay/Kate Spencer/Councillor Carter.</p> <ul style="list-style-type: none"> <li>• Agreement of further Key Lines of Enquiry and future decision points around which members wish to seek assurance.</li> </ul>		
<p>Task and Finish Group (Meeting 3) – date tbc</p>	<ul style="list-style-type: none"> <li>• To ensure that future customer interactions with the Council are as effective and efficient as possible.</li> <li>• To test the plans for customer relationship management against the data – qualitative and quantitative – on our current customer services feedback.</li> </ul> <p>(Arising from this meeting, the Task-and-Finish Group will have identified “gaps” in the customer services feedback which they can test at Meeting 4 with the community and voluntary sector groups.)</p>	<ul style="list-style-type: none"> <li>• Review of supporting documents: <ul style="list-style-type: none"> <li>○ Data on current customer interactions.</li> <li>○ Feedback on customer contact previous gathered.</li> <li>○ Customer Care Standards.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• What is the customer relationship management system and how will we ensure that this offers the best value for money and most effective interface for our customers?</li> <li>• How does the Council intend to provide services to those who are digitally excluded?</li> <li>• How long will it take for the new customer relationship management system to be operational?</li> <li>• What action is being taken in the meantime to ensure that the website is easy to use and accessible to all – e.g. removing jargon, simplifying the navigation, use of Plain English?</li> <li>• Has an online chat service or call back service been considered as an effective way to communicate with customers in real time?</li> </ul>

Meeting/Milestone	Action	Information Required	Key Lines of Enquiry
			<ul style="list-style-type: none"> <li>• Will the programme improve face to face contact for those who need it?</li> <li>• How can we make it easier for the public to contact the Council?</li> <li>• How has feedback from members of staff been used to inform the implementation of the CRM system?</li> </ul>
Task and Finish Group (Meeting 4) - date tbc	<ul style="list-style-type: none"> <li>• To engage with key community and voluntary organisations to hear their views on customer service, the proposals for Council redesign, how this could be improved and how they can help us to support the community to receive the Council services and support they need - various</li> </ul>	<ul style="list-style-type: none"> <li>• Invitees to include: Citizens Advice Bureau, Torbay Community Development Trust, Age UK, SPOT, Eat that Frog, Torbay Youth Trust.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
Task and Finish Group (Meeting 4) – date tbc	<ul style="list-style-type: none"> <li>• To test how the Council’s Community Engagement and Empowerment Strategy is being implemented</li> </ul>	<ul style="list-style-type: none"> <li>• Action Plan for delivery of the Community Engagement and Empowerment Strategy.</li> </ul>	<ul style="list-style-type: none"> <li>• How can we encourage people to communicate and engage with the Council?</li> <li>• The Council is developing an Engagement and Empowerment Strategy how will it ensure that this is implemented and embedded within the Council Redesign Programme?</li> </ul>
Additional meetings/milestones to be confirmed			

Meeting/Milestone	Action	Information Required	Key Lines of Enquiry
Overview and Scrutiny Board – (enter date)	Agreement of final report to Cabinet/Council		

Issues Arising	Recommendations