1. Purpose

- What are you trying to achieve with the policy / service / function?

The scrutiny recommendations are trying to achieve an improved Council website with simplified access to services.

- Who defines and manages it?

If approved, it would be led by the Portfolio Holder for Resources and Head of ICT and monitored by the Resources Overview and Scrutiny Committee.

- Who do you intend to benefit from it and how?

All Hyndburn residents who currently access the Council's web services with easier to access services. Hyndburn residents who do not currently access the Council's web services as an easier to use system may encourage them to use the online services.

- What could prevent people from getting the most out of the policy / service / function?

If accepted, a lack of awareness of the improved online facilities could prevent people getting the most out of the service.

Lack of access to the internet.

- How will you get your customers involved in the analysis and how will you tell people about it?

Will explore ways to ensure residents are aware of the new website.

2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?

Scrutiny will request that the Portfolio Holder and ICT Manager report back to the Resources Overview and Scrutiny Committee on key indicators.

- How satisfied are your customers and how do you know?

The current level of customer satisfaction is unknown.

- What existing data do you have on the people that use the service and the wider population?

Unknown

- What other information would it be useful to have? How could you get this?

It would be useful to collect additional data so that we know which specific groups are using the services and which are not. However, a balance must be achieved between collecting data and making the services as simple to use as possible.

- Are you breaking down data by equality groups where relevant (such as by gender, age, disability, ethnicity, sexual orientation, marital status, religion and belief, pregnancy and maternity)?
  No

- Are you using partners, stakeholders, and councillors to get information and feedback?

  The Portfolio Holder for Resources and Head of ICT reported to the Resources Overview and Scrutiny Committee. Councillors provided feedback and submitted the recommendations in this report.

3.   Impact

- Are some people benefiting more – or less - than others? If so, why might this be?

  Residents who have access to the internet will benefit more than those that don't. Hyndburn Borough Council provides digital champions who support residents to use the internet.

4.   Actions

- If the evidence suggests that the policy / service / function benefits a particular group – or disadvantages another - is there a justifiable reason for this and if so, what is it?

  The recommendations relate to improvements to online services

- Is it discriminatory in any way?

  No

- Is there a possible impact in relationships or perceptions between different parts of the community?

  No

- What measures can you put in place to reduce disadvantages?

  One of the recommendations is to ensure that the new website is compatible with software which supports the visually impaired.

- Do you need to consult further?

  To be determined by Portfolio Holder and Head of ICT

- Have you identified any potential improvements to customer service?

Yes – improved access to online services

- Who should you tell about the outcomes of this analysis?

  Cabinet

- Have you built the actions into your Business Plan with a clear timescale?

  Scrutiny will monitor as part of work programme. If recommendations are accepted it is assumed that these will be incorporated into current ICT Service Plans.

- When will this assessment need to be repeated?

  To be determined.

Don't forget to return your written record to HR.