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# RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

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**Tuesday, 6th September, 2016**

- Present:** Councillor Abdul Khan (in the Chair),  
Councillors Stephen Button, Terry Hurn and Jenny Nedwell
- In Attendance:** Leader of the Council (Councillor Miles Parkinson)  
Portfolio Holder for Housing and Regeneration (Councillor Clare Cleary)  
Portfolio Holder for Resources (Councillor Gareth Molineux)  
Councillors Tony Dobson and Paul Thompson
- Apologies:** Councillors Lisa Allen, Tim O'Kane, Paddy Short and Ian Ormerod (Co-optee)
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## **144 Apologies for Absence**

Apologies for absence were submitted from The Mayor (Councillor Tim O'Kane), Councillors Lisa Allen and Paddy Short and Ian Ormerod (Co-optee).

## **145 Declarations of Interest and Dispensations**

There were no declarations of interest or dispensations.

## **146 Minutes of Meetings**

The Minutes of the meeting of the Resources Overview and Scrutiny Committee held on 19<sup>th</sup> July 2016 and the Minutes of the Extra-Ordinary meeting of that Committee held on 11<sup>th</sup> August 2016 were submitted for approval as correct records.

**Resolved** - **That the Minutes be received and approved as correct records.**

## **147 Appointment of Co-optees**

The Overview and Scrutiny Officer submitted a report relating to applications received from members of the public for co-option to the Overview and Scrutiny Committees. There were currently two co-optee vacancies on the Resources Overview and Scrutiny Committee and two applications had been received for co-option to the Resources Overview and Scrutiny Committee. The Council's Overview and Scrutiny Procedure Rule C2 required the Committee to consider applications from members of the public and make a decision on whether or not to recommend to Full Council that the applicants be appointed.

Councillor Tony Dobson gave background information on the applicants. The Leader of the Council (Councillor Miles Parkinson) indicated that when applications had been opened up to the public rather than just Honorary Aldermen, it had been envisaged that the co-optees would be professional people and non-political and would not have stood for election as local councillors for a number of years.

**Resolved**

- (1) That in view of the fact that Paul Barton was an Honorary Alderman and had no intention of standing for election as a local councillor, Full Council be recommended to approve his appointment as a co-optee on the Resources Overview and Scrutiny Committee; and,**
- (2) That, in light of the comments made by the Leader of the Council, the Leader's Policy Development Board be requested to look at the criteria for the appointment of co-optees to the Overview and Scrutiny Committees.**

#### **148 Responses of Cabinet to Reports of Overview and Scrutiny - Work Programmes**

The Overview and Scrutiny Officer submitted an update report on the responses of the Cabinet to a report submitted by the Overview and Scrutiny Committees in relation to the 2016/17 Overview and Scrutiny Work Programmes. The draft Work Programmes were appended to the report and had been submitted to Cabinet on 31<sup>st</sup> August 2016. The contents of the Work Programmes had been noted and Cabinet had agreed that a joint meeting of the Overview and Scrutiny Committees be held in February 2017 to consider the topic of Combined Authorities.

**Resolved**

- (1) That the Cabinet response be noted;**
- (2) That the 2016 Resources Overview and Scrutiny Work Programme, as appended to the report, be approved subject to the inclusion of a joint meeting of the Committee to be held in February 2017 to consider the topic of Combined Authorities; and,**
- (3) That the Overview and Scrutiny Officer be informed of any additional topics which Committee Members wished to be added to the Programme during the course of the Municipal Year.**

#### **149 Integrated ICT Solution**

The Portfolio Holder for Resources (Councillor Gareth Molineux) submitted a report relating to a proposal for the integration of Council web services, legacy, current and future, into a "single-sign-on", responsive "app" to be made available to all static and mobile devices. Attention was drawn to:-

- Development in technologies
- Interaction with and improved services for the public
- Broadband connections
- Public Services Network
- Budget cuts and increased demand on local services
- Office for National Statistics figures on usage of the internet
- Savings and cost of delivering the service
- Risk factor
- Current situation
- Bulky item collection
- Pest control
- On-line payments
- Proposals

Responses were given in relation to the following issues raised by the Committee:-

- ❖ My.Hyndburn app link with call centre and record keeping
- ❖ Online facility for those owning more than one property in the Borough
- ❖ Website and app and user friendly experience for customers
- ❖ Website and complicated online paying mechanisms
- ❖ Graphics and design and meeting user expectations
- ❖ Possible use of / Plans for a centralised unified customer portal to enable access to all services to increase usage of the Council's digital services and provide long term revenue savings
- ❖ Capital costs and timescales for development of app
- ❖ In house or assisted system development and maintenance of app
- ❖ Completion of My.Hyndburn app
- ❖ Visual improvement to the app
- ❖ Availability of the app across a full range of interfaces
- ❖ My.Hyndburn compatibility with assistive technologies for visually impaired residents or residents with poor literacy skills
- ❖ Quality of current website

- Resolved**
- (1) That Cabinet be requested to ensure the new website was more user friendly for customers;**
  - (2) That Cabinet be requested to ensure the online payment system was simplified;**
  - (3) That Cabinet be requested to work with the Head of ICT to explore the possibility of the introduction of an integrated system which would require only one simple login from a customer regardless of what service they required access to; and,**
  - (4) That Cabinet be requested to ensure the new website and app were compatible with assistive technologies in order to make them more accessible to residents who were visually impaired, elderly or had low literacy skills.**

**150 Land Asset Review**

- Resolved**
- That this item be deferred to the next meeting of the Committee for consideration.

**151 Regeneration and Housing Business / Service Plan Update**

- Resolved**
- That this item be deferred to the next meeting of the Committee for consideration.

Signed:.....

Date: .....

Chair of the meeting  
At which the minutes were confirmed