APPENDIX 7

Proposal Title	Council Digitalisation Projects
Proposal Text	Look at the Council's digitalisation projects, in particular customer contact and automation as a topic. i.e. are they delivering, should we be doing more of it – how do we compare with other councils.

TOPIC TITLE:		Council Digitalisation Projects	
DATE OF SUBMISSION:		18 April 2019	

PRELIMINARY ASSESSMENT			
	QUESTION	**RESPONSE**	**RESPONSE JUSTIFICATION**
1	Does the issue affect a number of people living in Argyll and Bute across multiple wards or, if restricted to a single or small number of wards, would its scrutiny have a wider impact across the council?	Yes	Digital transformation is across the Council services therefore will have a wide impact across the Council.
2	Does the issue concern an area of poor performance or an emerging issue (meaning there is no comprehensive performance data available)?	Yes	The feedback from the Digital maturity Assessment and managers at COSO shows that a digital culture and skills are not as well embedded as was supposed and that this is an essential prerequisite for digital success.
3	Can scrutiny add value - i.e. is performance likely to improve as a result of scrutiny?	No	As per the digital transformation report presented to SMT on 28 January 2019 the Scottish Local Government Digital Office (SLGDO) undertook a Digital Maturity Exercise in 2018, using an established benchmarking framework for digital leadership that has been used in other councils. In summary the analysis found that Argyll and Bute are similar to a number of other councils in our rating. Following this exercise, the SLDGO set out 9 recommendations which the Council have revised into six recommendations. As work has already been undertaken to identify how the Council can improve on their digital transformation it is unlikely that a scrutiny review would add any further value at this point.
4	Does the issue relate to a service area with a revenue and/or capital budget in excess of £100k or, in the case of an emerging issue, is there a realistic expectation that the revenue and/or capital budget will exceed £100k?	Yes	There is an earmarked reserve specifically for Digital Transformation. The opening balance of this reserve was £119,870. There is a remaining balance of £59,901.
5	Is the issue being addressed by another committee (area or strategic) or been subject to review in past 18 months?	Yes	A report was presented to SMT on 28 January 2019 where they agreed six recommendations to improve the Council's digital transformation.
	Does the issue pass to stage 2 assessment?	Fail	
	QUESTION	**RESPONSE**	**RESPONSE JUSTIFICATION**
6	Is the scutiny activity timely - i.e. will it be possible to implement changes at the current time?		
7	Is there adequate resources in place to scrutinise the issue effectively?		
8	Is it an issue which has attracted public attention and/or highlighted by residents?		
9	Does it address an area highlighted by the Council's risk management process or other audit/scrutiny reports?		
	Stage 2 Assessment Outcome	Fail	