

Scrutiny Action Log

Name of Committee: [Overview and Scrutiny Committee](#)

Municipal Year: [2022-23](#)

Reference	Action	Assigned to	Scrutiny Lead	Due Date	Response
Insert date	Insert agenda item title and the action requested by the committee	Insert name of director	Insert scrutiny lead	Insert Date	Response provided by the service/ witness
07.06.22	Customer Access 1. Can you provide the committee with performance data on satisfaction level of residents who are unable to access services digitally. If this isn't available what might be collected to capture this?	Raj Chand Director of Customer Services	OSC chair	07.07.22	See appendix 1 for response. Circulated to OSC Members on 14.07.2022
	Youth Service 2. Can you provide the committee with performance data on number of young people attending and number of those achieved accredited outcomes?	James Thomas Corporate Director	OSC chair	07.07.22	See appendix 2 for response. Circulated to OSC Members on 26.07.2022
04.07.22	Transfer to reserves 1. Can you provide further information on the transfer to reserves	Nisar Visram Director of Finance, Procurement and Audit	OSC Chair	12.09.22	Further information on the transfer to reserves: Addendum Explanation of Reserves Movement.pdf (towerhamlets.gov.uk)
	Expenditure: Inflation 2. Can you provide further information on how the council estimates the funding required to cover the level of inflation and the assumptions within this.	Nisar Visram Director of Finance, Procurement and Audit	OSC Chair	12.09.22	Response to be circulated ahead of next OSC meeting on 12 September 2022

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	Expenditure: Local Government Pension Scheme 3. Can you provide further information on the funding required for the local government pension scheme	Nisar Visram Director of Finance, Procurement and Audit	OSC Chair	12.09.22	Response to be circulated ahead of next OSC meeting on 12 September 2022
28.07.22					
12.09.22					
24.10.22					
28.11.22					
12.12.22					
09.01.23	Reserved for Budget Scrutiny				Reserved for Budget Scrutiny
23.01.23	Reserved for Budget Scrutiny				Reserved for Budget Scrutiny

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30.01.23					
20.02.23					
27.03.23					
24.04.23					
22.05.23					

Insert attachments as appendices where applicable

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Appendix 1

Briefing title	Support for Customers who cannot access Digital Services
Prepared for	
Date	05 July 2022
Author	Josephine Kelly on behalf of Raj Chand Director of Customer Services
Reference	For Exec Support Use Only

Key Points

This briefing paper will give an overview for services to support residents who are unable to use digital channels and for residents who can use digital channels but may have accessibility challenges.

Focus of the briefing

This briefing offers an update on the services and includes the data showing the use of the 'Do it for' support and the 'Assisted Support' along with the results of a customer survey that was carried out.

Background

When the council went online with the most common used services in 2019/20 part of the project was to set up a 'Do it For' support services for residents who would not be able to use the digital offer. Initially this service was offered at Rushmead (old One Stop Shop).

In addition to the 'Do it For' support, for residents who may have had accessibility issues the project also set up the 'Assisted Support' at Digital Hubs in all Idea Stores.

Information

Do It For Support

The 'Do it For' digital support service went live in February 2020. This service was to ensure that we did not exclude resident especially our most vulnerable in being able to access services that were moved to an online offer. Residents were able to drop in and get support with completing any online transactions via an appointment service. The appointment could be made at any of the Idea Stores or via the 5000-telephone number.

At the outset of 'Go Live' a customer feedback/survey was carried out to get the voice of the customer on the service offering and its location. The feedback from residents using the service over a 6-week period informed that having just a single location was not enough and more so where the service was being operated from due to the costs of travel and accessibility for any disabled residents.

Before an alternative approach could be considered the country went into lockdown and thus the site was closed. To continue supporting residents we set up a digital enablement process whereby residents who contacted the Corporate Contact Centre would be supported

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to complete online transactions or transferred to services through a priority line directly for the service to offer support. In some cases, a manual form was sent for residents to complete.

After monitoring the service and Covid restrictions were lifted since August 2021 a face-to-face service has been offered to residents however only 14 residents have needed the service. The face-to-face support continues to be offered from the Residents Hub.

Assisted Digital Support

In addition to the 'Do it For' support the project also addressed the risk of any possible accessibility challenges residents could face in being able to access online services. This resulted in the setting up of Digital Hubs in all Idea Stores offering the 'Assisted Digital' model. This service offer is for residents that can use digital services but may not have access from their home or other access points.

The 'Assisted Digital' support' is a light touch support, where staff give access to the resident to use the public PC and scanner for the resident to carry out their own transactions and only, if necessary, staff will give some guidance on how to use the system or the form. This service also went fully live in February 2020 but was disrupted by Covid restrictions. The service continues to be offered from the Idea Stores. Since August 2021 to June 2022, 330 residents have received support in using the 'Assisted Digital' support. However, the Hubs are used more broadly by residents who choose to come to the Idea Stores to carry out their digital transactions.

A customer survey was carried out from November to December 2021 as part of a customer accessibility strategy discovery/research project. The survey was completed by 2423 over a 4-week period.

Residents were asked why they use the Digital Hubs. The following reasons with a percentage against the responses is shown below.

- 11.8% - Did not have Wi-Fi connection in their homes
- 9% - Do not have a smart device
- 26.5% - Need to use a scanner
- 15.64% - Need help using a computer
- 11.5% - Felt the Idea Stores Computers were more
- 25.38% - Idea Stores offer a comfortable space for computer use

Of those who do not have a smart device 66% said they could not afford to have a device. However, 12% said they choose not to have a device. The gender split in those taking part in the survey was equal between women and men. Neither was there a strong correlation for any particular age range using the digital hubs as the number of users appeared consistent across all age groups from 16 to 65+.

The highest level of ethnicity groups using the service was Asian or Asian British-Bangladeshi (164) followed by white English at 124 users. Of those who chose to complete the question on the postcode area in which they lived; the highest number of users indicated that they lived in E14.

When asked how they would describe the support they received it ranged from very good to excellent.

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Conclusion

There have been no complaints about the digital support offered to residents to date and the offer from the Residents' Hub and Idea Stores Assisted support appears to be satisfactory for our residents. However, we continue to monitor service to ensure that our most vulnerable residents get full access to our services.

Approvals

All briefings must be agreed by the relevant Director prior to circulation and logged by a member of the Executive Support Team.

Name.....

Signature.....

Position.....

Date.....

Appendix 2

Provide the committee with performance data on number of young people attending and number of those achieved accredited outcomes?

The performance data covers the period of April 2021 – March 2022.

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Young people's service (formally youth service) has seen an increase in the number of contacts, participants, recorded outcomes and accredited outcomes leading up to the end of Q4 last financial year. All four areas had exceeded the annual target.

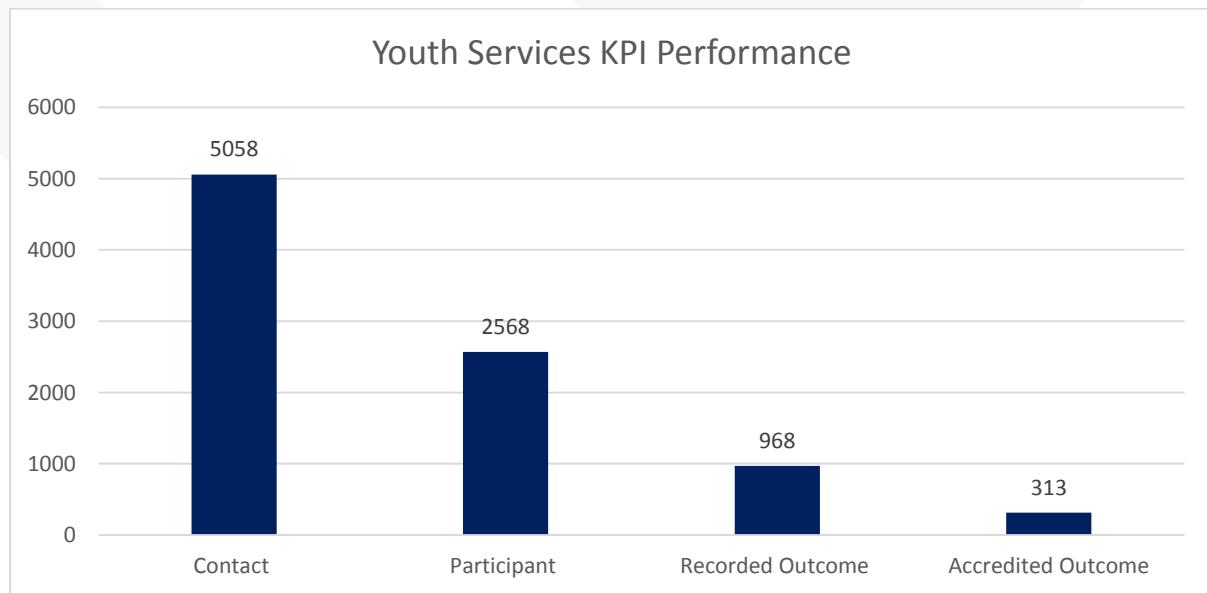
This achievement has been supported by a number of factors such as increased 'on-line activities'; 'outreach' and 'detached' work.

This allowed youth providers to put on a wider selection of activities that has appealed to young people keen to come out and re-engage in a youth club setting post COVID. In addition, we have noted that parents and carers have also been very flexible in allowing young people to engage due to the negative impact of COVID has had on young people being isolated and on their mental health & well-being.

The providers achieved 5058 contacts from which 2568 young people were participants, and 968 recorded outcomes were delivered, and 313 accredited outcomes delivered. It is important to note that a young person can be counted in all 4 of the KPIs.

Contracts are monitored on a monthly basis with contract performance meetings with each provider being held quarterly. Where a provider is failing to meet targets, or fails an inspection, an improvement & support plan is created with the provider to ensure performance is improved.

Month	Profiling	Contacts Target	Actual	Participants Target	Actual	Recorded Outcome Target	Actual	Accredited Outcome Target	Actual
March	100%	1461	5058	956	2568	707	968	303	313



All of the youth service contracts are based on delivering 4 Key Performance Indicators (KPIs). These allow the Young People's Service to monitor all performances across the various contracts in a similar way as well as allowing the individual providers with the creative freedom to deliver their provision in line with the requests from the children and young people that they work with. The KPIs that the providers are measured on, and the overall achievements between September 2021 and March 2022, are:

- **Contacts** – youth worker knows the name and the face of the young person and is consciously building a relationship with them (completed registration form)

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- **Participants** – youth worker has an on-going relationship with the young person, who is involved with/attends youth work sessions/activities on a regular basis (5 sessions or more) and is participating in a youth work curriculum in some way
- **Recorded Outcomes** – an enriched journey which demonstrates the personal progress of a young person through youth work intervention
- **Accredited Outcomes** – Completing an industry recognised accredited qualification enhancing life and social skills and, where possible, a link to employment, education and training or Duke of Edinburgh award or award such as ASDAN

The table below shows the KPI targets for the full year and this is monitored on a monthly basis so that performance issues can be discussed and addressed at quarterly monitoring meetings

Table 2: KPI targets for period April 2022 – March 2023

Annual Target/Providers - 22/23	Contacts TARGET	Participants TARGET	Recorded Outcome TARGET	Accredited Outcome TARGET
Transition Programme - Half Moon	150	90	90	
SEND - Tower Project	100	60	60	
LGBTQi - Step Forward	40	24	10	10
Osmani Trust (NW) Minerva	250	180	90	30
Osmani Trust (NW) Osmani Centre	250	180	90	30
Spotlight (NE) Linc	250	180	90	30
Spotlight (NE) Eastside	250	180	90	30
Spotlight (NE) St Pauls	250	180	90	30
Spotlight (NE) Arts	150	90	90	30
Spotlight (NE) Detached	150	90	90	30
Spotlight (NW) Detached	150	90	90	30
Spotlight (SE) Detached	150	90	90	30
Spotlight (SW) Detached	150	90	90	30
Spotlight (BW) Boroughwide	150	90	90	30
Newark Youth (SW) Haileybury	250	180	90	30
Newark Youth (SW) Christian Street	250	180	90	30
Newark Youth (SW) Wapping	250	180	90	30
Sporting Foundation (SE) St Andrews Wharf	250	180	90	30
Sporting Foundation (SE) Limehouse	250	180	90	30
NEW PROVIDER TARGET	3690	2514	1600	490