

# Public Document Pack

Subject to approval at the next Corporate Support Committee meeting

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## CORPORATE SUPPORT COMMITTEE

19 July 2022 at 6.00 pm

Present: Councillors Dendle (Chair), Bennett, Clayden, Mrs Cooper, Huntley and Madeley

Apologies: Councillors Roberts, Oppler and Warr

### 147. DECLARATIONS OF INTEREST

There were no declarations of interest made.

### 148. MINUTES

The minutes of the meeting held on 24 March 2022 were approved by the committee and signed by the Chair.

### 149. PUBLIC QUESTION TIME

There were no public questions received for the meeting.

### 150. START TIMES

It was proposed by Chair and seconded by Cllr Bennett that the meeting start time for this committee be 6pm.

The Committee

RESOLVED

That the meeting start time be 6pm.

### 151. UPDATE ON PROGRESS WITH THE COUNCIL'S ICT & DIGITAL STRATEGIES

*(Cllr Huntley arrived at the meeting at 18:02pm)*

The Head of Technology and Digital provided members with an overview of his report where he highlighted that over the last two years there had been an unprecedented increase on the reliance of technology particularly around remote working and the adoption of digital services. Excellent progress had been made with improving the underlying technical infrastructure as well as advancing the councils customer facing digital channels. The council's website had seen a significant increase in visitor numbers and more recently achieved its one millionth customer visit. At the same time the team had made improvements to the usability and accessibility of the

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site and provided more targeted content, which enabled customers to get to the right place much quicker. He also confirmed that the council's cloud first strategy was also progressing well, confirming that the council's reliance on in-house infrastructure had been reduced by about a third. In summing up he explained that the internal support team, even when faced with the pandemic had managed to exceed their service targets despite experiencing covid themselves.

The Chair then took questions from members where several points were raised, and answers were provided. Three members raised concerns regarding the recent changes that had been reported regarding reception areas at the Civic Centre and Bognor Regis Town Hall. It was confirmed by the Group Head of Operation Excellence that both sites are open to the public and the changes implemented were to provide a more streamlined customer experience. She confirmed that customers would still be able to meet with officers on a face-to-face basis should that be what they want.

The Committee

**RESOLVED**

1. Note the report received and continue to receive annual updates.

152. WORK PROGRAMME

The committee noted its work programme.

(The meeting concluded at 6.10 pm)