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Coventry City Council

Agenda

Finance and Corporate Services Scrutiny Board (1)

Time and Date
2.00 pm on Wednesday, 11th January, 2023

Place
Diamond Room 2 - Council House

Public Business

1. **Apologies and Substitutions**

2. **Declarations of Interest**

3. **Minutes**

   (a)   To agree the minutes of the meeting held on 9 November 2022 (Pages 3 - 6)

   (b)   Matters Arising

4. **ICT and Digital Update** (Pages 7 - 32)

   Briefing note

5. **Digital Inclusion** (Pages 33 - 42)

   Briefing Note

6. **Work Programme and Outstanding Issues** (Pages 43 - 46)

   Report of the Scrutiny Co-ordinator

7. **Any other items of Public Business**

   Any other items of public business which the Chair decides to take as matters of urgency because of the special circumstances involved

Private Business
   Nil

Julie Newman, Chief Legal Officer, Council House, Coventry

Tuesday, 3 January 2023

Note: The person to contact about the agenda and documents for this meeting is Carolyn Sinclair, Governance Services email: carolyn.sinclair@coventry.gov.uk

Membership: Councillors R Auluck (Chair), J Blundell, R Brown (By Invitation), B Gittins, P Hetherton (By Invitation), R Lakha, J Lepoidevin, J McNicholas, S Nazir, E Ruane and T Sawdon

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Carolyn Sinclair, Governance Services
email: carolyn.sinclair@coventry.gov.uk

Coventry City Council
Minutes of the Meeting of Finance and Corporate Services Scrutiny Board (1) held
at 2.00 pm on Wednesday, 9 November 2022

Present:

Members: Councillor R Auluck (Chair)

                                  Councillor J Blundell
                                  Councillor R Lakha
                                  Councillor J Lepoidevin
                                  Councillor J McNicholas
                                  Councillor S Nazir
                                  Councillor E Ruane
                                  Councillor T Sawdon

Other Members: Councillor R Brown, Cabinet Member for Strategic Finance
                                  and Resources

Employees:

Law and Governance: R Amor, V Castree, O Aremu, C Sinclair
Human Resources: G Haynes, J McGinley, S Ward

Apologies: Councillor B Gittins

Public Business

12.   **Declarations of Interest**

       There were no declarations of interest.

13.   **Minutes**

       (a) The Minutes of the meeting held on 21 September 2022 were signed as a
           true record.
       (b) Matter Arising – Minute 8 (HR Update – People Plan 2019-2022):
           It was raised that the Board's request for information on the City Council's
           vacancy rate had not yet been provided. It was agreed that this information
           be emailed to Members as soon as possible.

14.   **Social Value and Procurement**

       The Board considered a briefing note which provided an update on the progress
       being made by Legal and Procurement Services with regards to the capture,
       management and reporting of Social Value, Equality, Diversity & Inclusion and
       Contract Management.

       In the Levelling Up white paper, the Government had signalled its intention to
       "legislate to put social value at the heart of government spending – weaving a
       thread of social improvement and civic responsibility through the UK Government's

– 1 –

£300bn annual expenditure on procurement". The intention was that delivering Social Value would significantly contribute towards the delivery of Levelling Up.

Following the publication of the Council's new Social Value and Sustainability Policy, there had been a clear strategic case for the need for social value to be embedded and become a core focus in our procurement. It had been agreed internally that ownership of the policy would sit with the Director for Business, Investment and Culture and would be aligned with the work undertaken by the Economic Development Team.

Notwithstanding, Legal and Procurement Services still had a big role to play in the development, implementation, management and reporting of social value through the following:
- Ensuring that the review of the Procurement Strategy aligns with the National Procurement Strategy for Local Government 2022 and the forthcoming Procurement Bill; and
- by maximising in contractual terms, the social value commitments which align to the Council's Social Value and Sustainability Policy, other associated strategies and One Coventry Plan.

The Board questioned Officers on a number of matters including progress on the City Council's aim to become a living wage employer, how much control the City Council had in terms of ensuring sub-contract employers meet the living wage criteria and what was the cost.

Following discussion, the Board asked for an update on the current status of the City Council's aim to become an Accredited Living Wage employer.

RESOLVED that the Board:

1) **Support the development of a suite of Themes Outcomes and Measures ("TOMs") calculators for inclusion in all appropriate Council procurement activity in relation to goods, services and works as outlined in paragraphs 3.1.6 through to 3.1.11. in the briefing note.**

2) **Support the proposal to establish a baseline of diversity data within the supply chain, targeted engagement and reporting process as outlined in paragraphs 3.2.2 to 3.2.11 of the briefing note, to deliver against the aims of the Workforce Diversity and Inclusion Strategy.**

3) **Note the ongoing review of the Council's Contract Management Framework and contract management provision to support robust monitoring and reporting of contractual performance.**

15. **Recruitment & Selection and Tribepad - the Council's Applicant Tracking System**

The Board considered a briefing note which provided information on the Recruitment & Selection EDI monitoring data at the application, shortlisting and appointment stages of the recruitment process in respect of the three groups of employees who had been identified as being under-represented across the Council.

In 2019 the Council signed up to the West Midlands Combined Authority's (WMCA) Inclusive Leadership Pledge which asked senior leaders to commit to promoting diversity and to embedding inclusivity into our organisation's ethos and culture so that every employee had a fair opportunity in recruitment, promotion and progression.

In December 2020 the Council launched its Workforce Diversity & Inclusion Strategy and as part of the strategy the composition of the workforce was analysed. Details of the analyses were shown in the briefing note. The information gathered identified that there were three key under-presented groups of employees within the workforce, and that there was more work to do to ensure that the workforce better reflected the diverse communities that the Council served. This data provided a focus for the work going forward.

To support the Council's diversity & inclusion ambitions and to act as an enabler to this process, the Council had successfully procured a new ATS known as Tribepad in 2020. Through the implementation of the Tribepad system the Council was able to introduce an anonymised process whereby all personal information and any information which might identify an applicant is removed which ensured that applicants were shortlisted solely on the criteria for the role. According to the Greater London Authority (2020), evidence showed that ethnic minority job applicants were less likely to be successful based on the personal information they provide on application forms or CVs, such as their name and where they live.

Tribepad had enabled a step change in our ability to deliver anonymised recruitment as it encrypted candidate personal details until after interview invites had been sent. Hiring Manager self service facilities reduced duplication of work as Managers were able to complete tasks themselves in the system, rather than fill in forms to send to Resourcing to undertake the tasks. Managers could see at a glance any internal candidates whose jobs were currently at risk, or who were redeployees, and candidates with disabilities. In general, the facilities in Tribepad had helped to reduce time to hire and improve the recruitment processes. Positive feedback had been received from both candidates and hiring managers.

As part of the presentation, the Board were given a demonstration of 'Tribepad' showing the system from both an applicant and a manager perspective.

The Board questioned Officers and received responses on a number of matters including what the aim of anonymised recruiting was and how its success was measured.   In response, the Board noted that the system helped in ensuring a fair opportunity for all and the recruitment of the best person for the job. It was acknowledged however that when it came to the interview process, work needed to be done and that was in hand through training and reviewing interviewee feedback.

In addition, the following were part of the ongoing recruitment and selection initiatives:

- Advertising on diversity job board
- Relaunching Council's Careers landing pages
- 'Recruiting for workforce diversity' training

- Diversity and Inclusion data monitoring using Tribepad

In respect of the recruiting for workforce diversity training, the Board asked that all Members be offered this training specifically for their role as school governors who sat on recruitment panels or those who are involved in the appointment to City Council senior manager posts.

RESOLVED that the Board note the contents of the Briefing Note and request that Members have the opportunity to undertake the 'Recruiting for workforce diversity' training.

16.   **Work Programme and Outstanding Issues**

The Board noted the Work Programme.

17.   **Any other items of Public Business**

There were no other items of public business.

(Meeting closed at 3.40 pm)

– 4 –

Coventry City Council

Briefing note

To: Finance and Corporate Services Scrutiny Board   **Date: 11 January 2023**

Subject: ICT & Digital Updates

1   Purpose of the Note

1.1   To provide Finance and Corporate Services Scrutiny Board with an update with regards to the ICT & Digital service and strategy.

2   Recommendations

2.1   That Finance and Corporate Services Scrutiny Board

   1) Note the details in the presentation regarding the topics covered.
   2) Make any relevant recommendations to the Cabinet Member.

3   Information/Background

3.1   Outline information is provided in the appended slides and the Board will receive a presentation from Officers at the meeting which will contain more detail and context on these topics.

Paul Ward, Head of ICT & Digital, 024 7697 1381

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ICT & Digital Update
Scrutiny Board 1

Paul Ward – Head of ICT & Digital
Adam Simmonds – Lead Architect, ICT & Digital

11th January 2023

During this session we will give updates on:

- Overview of progress towards the strategy
- Assurance investment & return
- Benchmarking to other similar authorities
- How fit for purpose ICT and Digital is for internal and external communities
- Integration between hardware and users
- Direction of travel - where is the biggest investment needed?

Overview of progress towards our strategy

ICT & DIGITAL
CONNECTING, INNOVATING

Coventry-as-a-platform

End-to-end interactions with us are simple and streamlined as possible. Any process complexity is hidden from our customers and shared across our partners.

We will align with the Local Digital Declaration

Our Digital Workforce

Enabling a workforce which has access to the right tools to do its job and is confident in maximising the use and benefits of technology in its daily work

ONE COVENTRY

Overview of progress towards our strategy

Coventry-as-a-platform – some examples of our progress

MyAccount

For September **75%** of all submissions were via self-service

631 published processes/forms
395k customer records
262k self-service accounts (66%)

This year so far.. (to November)

475k form submissions
178k tip bookings (37% of all submissions)
26k bookings for Holiday Activities & Food programme
8k for our community support requests

Next steps:

- As part of the One Coventry Plan priority activities regarding Communities and Coventry Connects, redesign our on-line services with a stronger focus on our Customers

Overview of progress towards our strategy

Our Digital Workforce – some examples of our progress

- We have two data centres which are a fundamental part of our ICT & Digital infrastructure
- Our secondary data centre required relocating
- Established a new co-located data centre facility with one of our strategic partners
- Moved 23 servers, 25 bits of networking infrastructure and 84 critical network connections
- Tested and improved our overall resilience
- No downtime during the change
- Offers greater resilience at a lower overall running cost

Overview of progress towards our strategy

Our Digital Workforce – some examples of our progress

MOTION

May – November

15,078 tickets logged via system
- **7624** to report an issue
- **7454** to request something

- Ticket volumes roughly the same as old system
- People phoning less, self serving more
- Much better use of knowledge articles

- Following feedback in previous satisfaction survey, new platform for contacting ICT & Digital implemented April 2022
- This platform provides much better self-service and self-help functionality for users and feedback has been positive

Benchmarking against global users of the same platform:

- January to December 2021
- 86 countries
- 4251 organisations
- 62+ million tickets

Overview of progress towards our strategy

Our Digital Workforce – some examples of our progress

#	KPIs	Definition	Report Benchmark	Government and Non-Profit	Coventry
1	Customer Satisfaction (CSAT)	An assessment of how satisfied customers are with the quality of IT services provided	96.90%	97.17%	Not measured yet. Will be first target for Customer Success Group
2	Average First Response Time	The time taken for an agent to provide an initial response after a customer reports an incident or requests a service	10.15 hours	11.88 hours	10.32 hours
3	Average Resolution Time	The time taken to completely resolve end-user requests and/or issues	22.56 hours	24.14 hours	16.52 hours
4	Average First Assign Time	Also known as in-queue time, this is the time taken for incoming tickets to be assigned to an agent or a group after its initial creation	13.32 hours	15.84 hours	11.45 hours
5	First Contact Resolution	The percentage of incoming tickets that are resolved within the first interaction with the end-user	70%	67%	60.86%
6	Resolution SLA Percent	The percentage of all tickets that have been resolved within the service level agreement	94%	95%	92.51%
7	First Response SLA Percent	The percentage of tickets for which agents have initiated a first response within the service level agreement	93%	94%	89.02%

Next steps:

- Continue to bed in system
- Review contact channels looking at how we can provide a managed face to face service for users

Assurance investment & return

The landscape:

The global cyber threat landscape is ever evolving and advancing. Cyber criminals and Nation state attack sophistication has greatly increased. To drive theft, disruption, reputation damage and propaganda

"Crime's gone digital. New technology has enabled old crimes to be committed in new and more subtle ways" – Cabinet Office

$10.5 trillion
Estimated global cyber crime costs by 2025

921 **per second**
Password attacks globally (an increase of 74% in a year)

236m
Number of cyber attacks globally in the first 6 months of 2022

10,000 **per day**
Attempted or successful cyber attacks targeting local authorities

ICT & Digital assurance and cyber security
Coventry City Council by numbers

We defend & protect:

2
data centres

600
servers

1200
network devices

300
systems

388 TB
storage space*

5000
laptops

2900
mobile phones

171
printers

5500
accounts

400
connected sites

* This is storage capacity equivalent to:
- 97 million photos; or
- 194,000 hours of film; or
- 2.53 billion document pages (word/pdf) equal to 505,000 filing cabinets of paper

ICT & Digital assurance and cyber security
Coventry City Council by numbers

ICT & DIGITAL
CONNECTING, INNOVATING

This enables:

56.4m files stored

In the last 3 months alone:
6.58m emails received
2.2m emails sent
5.3m emails read

In the last 3 months alone:
444k 1-to-1 calls
130k Teams meetings
2m instant messages

In the last 90 days alone:
7.38m logins have been managed

37m web requests are checked each day

212 TB data stored

ONE COVENTRY

ICT & Digital assurance and cyber security Coventry City Council by numbers

We have prevented and responded to:

In the last 3 months alone:
3.5m incoming emails scanned
1m malicious emails rejected
1,071 malware items detected and blocked

In the last 6 months :
343 security incidents investigated.

In the last 90 days we have monitored:
1267 applications
4960 user accounts
4562 devices
61.7 TB of data

Assurance investment & return

What has the investment done for our assurance position

Toolset offers continual assessment of our security posture as a "secure score" against best practice.

Our Cyber defence plan implementation focuses on activity which will increase our secure score further

Assurance investment & return

Other activity

We organised an executive briefing for Heads of Service from Rob Millar Strategic Director Customer & Workplace at London Borough of Hackney to talk about their cyber attack and lessons learned

Working directly with the LGA on their Cyber support programme

Working with procurement to embed cyber resilience in to our supply chains.

We have a Cyber defence plan

We run awareness campaigns through our Digiknow approach.

Benchmarking to other similar authorities

We have undertaken several benchmarking activities, as detailed over the next few slides. Direct benchmarking to peer organisations is challenging due to the significant differences in how ICT & Digital can be deployed and managed in different authorities.

Gartner (the international advisory/consultancy)
They offer a detailed "IT Score" benchmarking service which cover what they suggest are 14, industry standard, key disciplines of running an ICT service. This benchmarking provides detailed analysis against these disciplines and provides a score (out of five) which is then benchmarked against peer organisations in comparable sectors.

Coventry's score is **3.1** against the average peer score of **2.7** (government sector peer group)

The view from the Gartner Vice President Executive Partner in the UK & Ireland Public Sector Team:

"Coventry City Council IT Services are above the Government average in most of the disciplines scored, there is a high degree of confidence that most of the key disciplines required to provide effective and efficient IT Services to your organisation are meeting your council colleague and citizen needs."

The scores against the 14 disciplines are being used to influence our areas of focus and improvement for our ICT & Digital Service Plans

Benchmarking to other similar authorities

SOCITM

Towards the end of 2019 we completed a Digital Maturity Assessment with SOCITM. "Technology" (the services provided by ICT & Digital), the assessment "***indicated that it has strengths in Vision and Leadership, Data and Analytics, and Technology, particularly infrastructure and end user computing***". We continue to engage with SOCITM both regionally and nationally.

LGA

We are members of the LGA's Local Government Digital Committee and are currently providing input and helping to shape their "12 Local Government Digital Strategy and Improvement/Transformation Outcomes" Framework

Peer working (Wolverhampton, Staffordshire, Birmingham examples)

We continue to do a significant amount of knowledge sharing and work with our peer organisations. We have recently shared our experiences with Staffordshire which influenced some of their strategic platform investments. We have recently also discussed Council Chamber Audio Visual infrastructure with Wolverhampton and brought some of that learning back to Coventry. We are working closely with Birmingham with them sharing learning from their work with Robotic Process Automation

Benchmarking to other similar authorities

Microsoft

We use Microsoft technologies extensively (as is the case across local government) and they are our primary digital strategic partner

Their view on Coventry from their Client Technology Lead….

"I work with customers across the Midlands and beyond, supporting 26 organisations. Coventry's approach to the management of technology is easily one of the most controlled, capable, and comprehensive across the Midlands. Your ICT staff are knowledgeable and passionate and have an incredible ability to deliver incredibly complex solutions that few services would attempt to deliver, let alone successfully implement.

For me, the most notable feature of your IT service is the consideration of every part of the IT Service Management cycle. When we work with ICT staff at Coventry, I am often struck by the consideration of user adoption at all levels and in every team, which is so vital for any successful IT service. Considering the solution, how to manage the service, the training, adoption and so on is key in sustainable IT Service Management and Coventry is one of the only Councils to consider every part."

Benchmarking to other similar authorities

Peer analysis – size of ICT service (FOI)

Between October 2021 and December 2021, we undertook a benchmarking exercise, via the Freedom of Information Act, to ask 28 peer local government organisations the size of their ICT service.

In summary, this showed that, of the 28 organisations asked, Coventry has the smallest ICT Service, supporting 60 users per member of ICT staff whereas the average is 40 users. This indicates that on average, using a like-for-like comparison, Coventry's ICT & Digital Service is **33% smaller than its peer organisations**

How fit for purpose ICT and Digital is for internal and external communities

ICT& DIGITAL
CONNECTING, INNOVATING

Customer satisfaction surveys ran 14th December 2021 – 14th January 2022
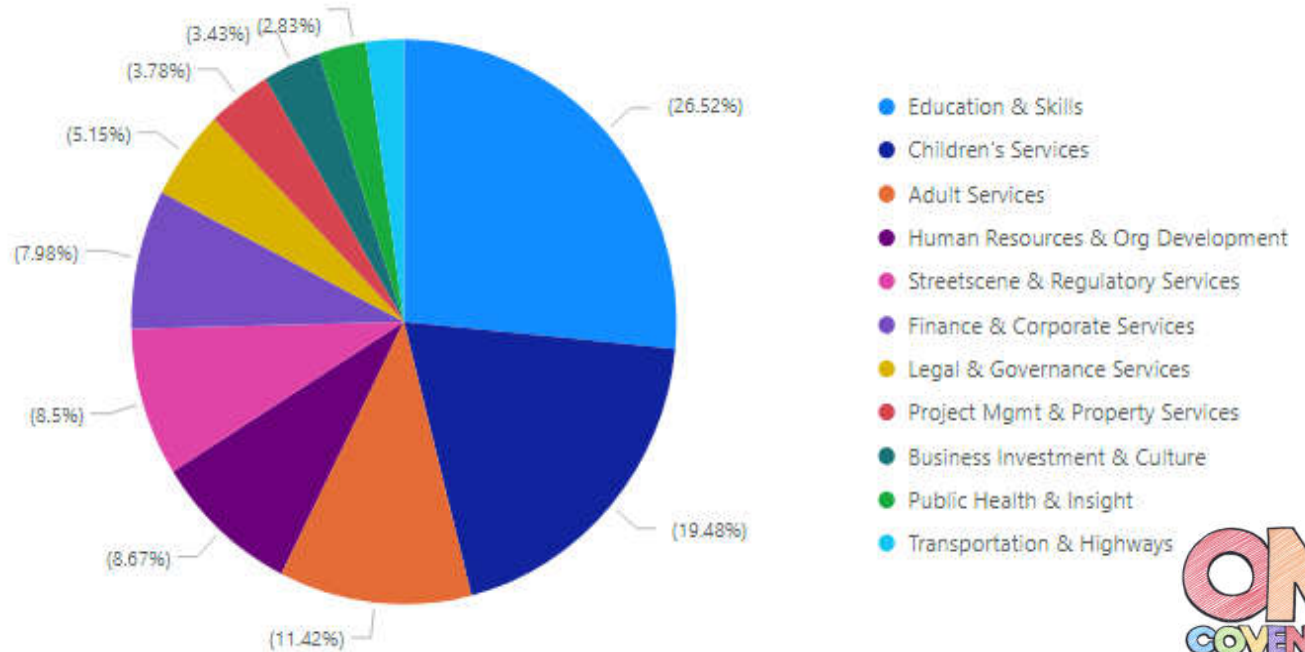
1250 colleagues completed the staff survey

22 elected member colleagues completed the elected member survey

28%
of the workforce

40%
of elected members

There has been good representation from across the services of the organisation

We are planning to run the service annually – this years survey currently being planned.

(3.43%) (2.83%)
(3.78%)
(26.52%)
(5.15%)
(7.98%)
(8.5%)
(19.48%)
(8.67%)
(11.42%)

- Education & Skills
- Children's Services
- Adult Services
- Human Resources & Org Development
- Streetscene & Regulatory Services
- Finance & Corporate Services
- Legal & Governance Services
- Project Mgmt & Property Services
- Business Investment & Culture
- Public Health & Insight
- Transportation & Highways

ONE COVENTRY

Headline Scores

	Average score out of 5				
	Staff survey	**Elected Member survey**	**Overall combined results**	*Poor*	*Excellent*
Technology	4.0	3.5	**4.0**	★★★★☆
Support and guidance	4.0	3.5	**4.0**	★★★★☆
ICT & Digital Service overall	4.2	4.0	**4.2**	★★★★☆

- A **very positive** view of the service, and the services provided, from a good cross representation of the organisation. A summary of the key points raised:

  - **Training** – a number of colleagues indicating a need for more training on digital skills
  - **Battery life** – a number of colleagues reported issues with battery life following how we have worked during the pandemic
  - **Communications** – reviewing the method and style of our communications with the organisation
  - **Focus group** – 196 colleagues have volunteered to be part of an ICT & Digital Focus Group

Integration between hardware and users:

DiGiKNOW
2022 A year by numbers

Videos
The Digiknow guide catalogue has grown to 217 videos.

Which have been viewed 25,818 times since the start of 2019.

Digiknow Agents
We have 105 Digital champions. The Digiknow Agent cohort is represented by employees from across the organisation, at all levels. We have a diverse mixture of staff, who want to help support and empower their colleagues in using digital.

Page visits
On average the Digiknow page was visited approx. 1,200 a month this year.

Digiknow Live Sessions
We have held 13 webinars with Microsoft covering multiple subjects. 534 staff attended in total.

The webinars have been recorded and re-watched over 100 times.

Direction of travel – where is the biggest investment needed

Focus on our skills regarding data, data analytics and data science

Identifying & prioritising our data sets

Set standards for how data is collected, stored and managed

Data

Next steps
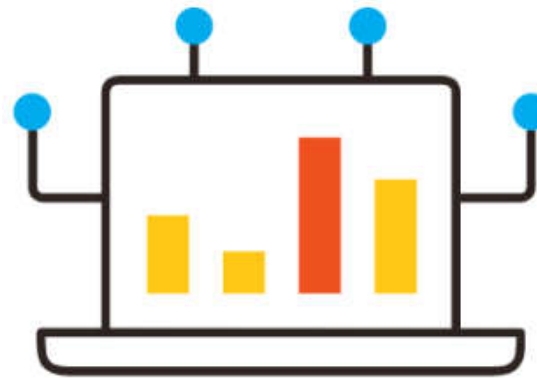
Simplifying our strategic context by creating a single Digital strategy covering:
- Our Corporate ICT Strategy
- Our Digital Coventry Strategy
- Our city-wide partnership activity on Digital
- A new Data Strategy

Thank you

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![Coventry City Council logo]

Coventry City Council

Briefing note

To: Finance and Corporate Services Scrutiny Board (1)   **Date: 11th January 2022**

Subject: Coventry Connects – Digital Inclusion

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1   Purpose of the Note

1.1   In January 2022 initial information was shared with the Finance and Corporate Services Scrutiny Board on the emerging thinking around Coventry Connects. The briefing introduced a number of different themes which would change the organisations approach to engagement with residents and identified digital inclusion as a specific programme focus. Finance and Corporate Services Scrutiny Board requested an update on the digital inclusion element of Coventry Connects at the meeting scheduled for January 2022.

2   Recommendations

2.1   Finance and Corporate Services Scrutiny Board note the progress to date and future plans, including opportunities for engagement with scrutiny, for the digital inclusion workstream to enhance the lives of the City's residents through greater use of technology.

3   Background and Information

3.1   The Board will receive a presentation at their meeting on 11th January which will highlight the approach that has been taken in relation to the digital inclusion agenda and provide some examples of the projects that are currently progressing .

Adrienne Bellingeri
Head of Customer Service

02476 971045

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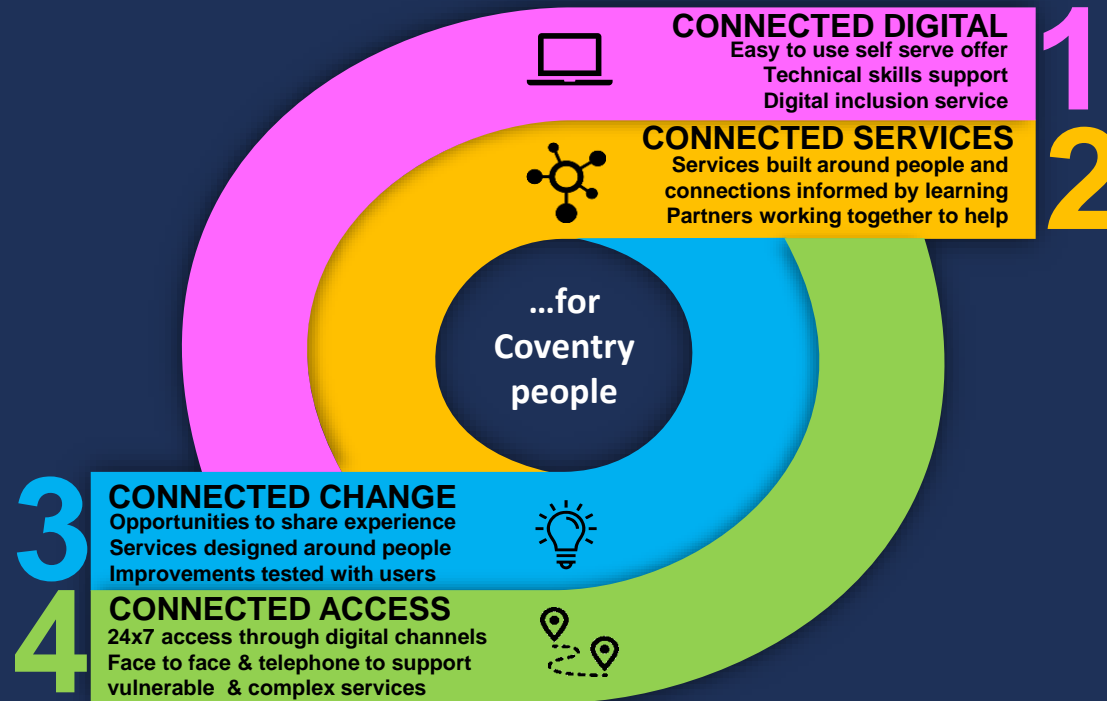
#Cov Connects

Coventry City Council | **ONE COVENTRY**

COVENTRY CONNECTS

Connecting with the people of Coventry to deliver the services they need and listening to them to keep improving what we do

What we'll do …

- Use the strategy and behaviours to ensure that everyone considers their actions and understands how the decisions that they make affect the resident experience
- Work with the organisation to design and evolve efficient services to achieve the best resident experience possible

Why it's important …

- To offer joined up service provision from across the organisation and beyond to improve the resident experience and reduce the need for multiple contacts
- To build confidence in digital channels and support people to gain digital skills
- To improve inclusivity and accessibility for all our residents
- To enable residents to inform and shape services through actively seeking feedback on their experience
- To improve our understanding of resident perspectives, helping us to anticipate their needs and expectations
- To create an organisational view of the resident to provide an awareness of individual circumstances
- To establish an organisational brand and a consistent service offer, managing expectations

What it means…

CONNECTED DIGITAL
Easy to use self serve offer
Technical skills support
Digital inclusion service
1

CONNECTED SERVICES
Services built around people and connections informed by learning
Partners working together to help
2

…for Coventry people

3
CONNECTED CHANGE
Opportunities to share experience
Services designed around people
Improvements tested with users

4
CONNECTED ACCESS
24x7 access through digital channels
Face to face & telephone to support vulnerable & complex services

How we'll know we're making a difference…

- Collaborative working across the organisation and beyond is the norm, built on trust with the express purpose of helping residents and improving services
- Targets for customer satisfaction and supporting measures are in place that are shared organisationally
- Governance arrangements are in place to monitor and drive improvement activity
- Best practice against benchmark measures is celebrated organisationally and learning shared across services
- Data is shared to support the prevention agenda rather than responding to situations as they occur
- Optimum channels of contact are identified for all transaction types
- The website is easy to use and the digital council service offer has a consistent resident focussed experience with a significant take up
- Resident experience training forms part of the organisations mandatory offer
- Mystery shopper activity is in place for services that aren't directly front facing and coaching support is available for those directly engaging with customers
- End to end complaint management in place across the organisation and learning from mistakes if encouraged

Behaviours that underpin everything that we do

listening to residents, actively seeking feedback and opportunity

embracing change and progressing improvement activities

working collaboratively, having a solution focussed attitude

being proactive and intentional, anticipating residents needs

THE IMPORTANCE OF DIGITAL INCLUSION

Digital inclusion = social inclusion

- Digital acts as an enabler to other opportunities
- People who are digitally excluded face further inequalities across various areas

An informed choice about accessing digital

- All Coventry residents should have equal opportunities to use digital tools, technology, and services in the right way for them.
- We need to understand and remove the barriers to digital access.

MOST LIKELY TO BE DIGITALLY EXCLUDED

The picture nationally in 2020-21:

- **1.5 million households** (6%) without internet access[1]
  - 18% for over-64s
  - 11% for lower social-economic households
- **7% of households** have no devices available to access the internet[1]
  - 12% of lower social-economic households have no devices; 13% have just one device
- **85% of internet users** aged 16+ used a smartphone to go online[1]
  - 10% only used a smartphone
  - Smartphone reliance was higher among the young and lower social-economic groups
  - 87% of over-64's used a computer
- **4 million households** eligible for social tariffs[2]
  - Only 1.2% of eligible customers take them up
- **10 million adults** lack the most basic digital skills[2]
  - 50% of over-74's

The picture in Coventry 2019-22:

- **9,380 households** potentially have no device available to access the internet – 7% of 134,000 total households[4]
- **27,700 16+ residents** potentially only use a smartphone to go online – 10% of circa 277,000[4]
- **15% of residents** in income deprived households[6]
- **11,910 people** claiming job-seeking benefits[7] – UC and JSA make up the main eligibility criteria for social tariffs[8]
- **800** statutory homelessness cases[5]
- **1094** care home residents[9]
- **11,170 households** (2011) where English is not the main language[6]
- **19% of households** in fuel poverty[6]
- **5,812 people** Coventry Foodbank provided food to between April and June 2021[5]
- **50,400 residents** over-64[4], **27,400** over-74[4]

1. Ofcom's Online Nation 2021 Report
2. Data Poverty APPG State of the Nation Report 2022
3. Ofcom Connected Nations
4. Census 2021
5. One Coventry Plan Annual Performance Report 21-22
6. Citywide Intelligence Hub
7. Office of National Statistics (ONS)
8. Ofcom Affordability of Communication Services
9. Coventry City Council

Connectivity

National Databank- Coventry residents staying connected

- Broadgate House
- Family Hubs
- Community Libraries
- Refugee & Migrant teams
- Moat House Community Trust
- VCSE organisations

"I don't know how to thank you for the help you gave me, I just know and say thank you from the bottom of my heart."

Recipient of National Databank sim card, Dec 22

Devices – developing projects

Recycled CCC stock, social value leverage and community funding to support digital inclusion initiatives

"Winter Warm Spaces-laptops for homework"

Positive Youth Foundation

"Digital drops-ins for women at risk of sexual abuse and exploitation"

KairosWWT

"The House Project"

Through Care

"Families in temporary accommodation"

P3 & Housing Team

"Supported families"

Early Help

"Tech & Tea"

Moat House Community Trust & AbilityNet

Support and skills

- 'Strengthening the place to empower the person,' modelling the 100% Digital Leeds community based model to influence VCSE organisations to deliver digital inclusion activity.

- Trained EnV volunteer City Host digital champions to support community and library drop ins.

- Leveraging and maximising social value commitments to initiatives

- Barclays Digital Wings #CovConnects platform to drive and monitor foundation skills provision

#CovConnects- December updates*

180 devices allocated for digital inclusion activity

28 partner organisations

142 digital champion volunteer hours

1150 data sim cards available

18 National Databank distribution points

*#CovConnects launched mid-October 22,

SB1 Work Programme 2022/23

Please see page 2 onwards for background to items

13th July 2022
- Introduction to Local Government Finance
21st September 2022
- HR Update and People Plan
- Workforce Diversity & Inclusion Update
9th November 2022
- Procurement and Social Value Update
- Recruitment & Selection and Tribepad the Council's Applicant Tracking System
11th January 2023
- ICT & Digital Update
- Digital Inclusion
15th February 2023
- Reserve Balances
- Financial Management Code
- Financial Resilience Assessment
29th March 2023
- HR/ Work force update to include:
• Apprenticeship Update
• HR/Workforce Management information
• Managing an Agile Workforce
• Early Retirement/ Voluntary Redundancy
2022/23
- Medium Term Financial Strategy
- Coventry Connects
2023/24
- Equality and Diversity – Interview Panels

1

Date	Title	Detail	Cabinet Member/ Lead Officer
13th July 2022	- Introduction to Local Government Finance	The report will include opportunities, challenges and risks for LG finance nationally and locally; the current Position on issues including inflation, reserves, treasury management and grants; the budget settings process; benchmarking and making best use of CCC published financial information.	Cllr Brown Barry Hastie
21st September 2022	- HR Update and People Plan	To review the new plan for 2022-2025. This will what is being done to develop, retain and attract new talent to CCC.	Cllr Brown Susanna Newing
	- Workforce Diversity & Inclusion Update	To provide Finance and Corporate Services Scrutiny Board with an opportunity to scrutinise the Council's Workforce Diversity & Inclusion and Anti-Racism work.	Cllr Brown Grace Haynes
9th November 2022	- Procurement and Social Value Update	To receive an update on procurement and social value. To include the financial implications of ethical procurement and social value.	Cllr Brown Oluremi Aremu
	- Recruitment & Selection and Tribepad the Council's Applicant Tracking System	To include the impact of the introduction of annoymised recruitment and a demonstration of the system.	Cllr Brown Susanna Newing Grace Haynes
11th January 2023	- ICT & Digital Update	To review the position with regards to ICT & Digital and the progress being made against the ICT & Digital strategy and service plans. To include progress against the feedback from the last feedback ICT survey. To consider what work is taking place and how decisions are being taken to future proof ICT investments.	Cllr Hetherton Susanna Newing/ Paul Ward
	- Digital Inclusion	Identified at the meeting on 13th July 2022. To include the levels of digital poverty in the City.	Cllr Hetherton Susanna Newing/ Paul Ward/ Adrienne Bellingeri Laura Waller

2

Date	Title	Detail	Cabinet Member/ Lead Officer
15th February 2023	- Reserve Balances	To receive an update on the position of Council Reserves and identify recommendations for the Cabinet Member.	Cllr Brown/ Paul Jennings
	- Financial Management Code	The Financial Management Code (FM Code) provides guidance for good and sustainable financial management in local authorities. By complying with the principles and standards within the code authorities will be able to demonstrate their financial sustainability. This item will examine Coventry's progress towards meeting the FM Code principles.	Cllr Brown/ Barry Hastie/ Paul Jennings
	- Financial Resilience Assessment	To receive an interim report on the outcome of the financial resilience assessment.	Cllr Brown/ Barry Hastie/ Paul Jennings
29th March 2023	- HR/ Work force update to include: • Apprenticeship Update • HR/Workforce Management information • Managing an Agile Workforce • Early Retirement/ Voluntary Redundancy	To receive an update on apprenticeships within CCC. For the Board to scrutinise the HR/Workforce Management dashboard. To scrutinise the mechanisms in place to enable managers to manage an agile workforce to include how staff are supported, developed and performance management undertaken. To receive an update on ER/VR at an appropriate time.	Cllr Brown Susanna Newing
2022/23	- Medium Term Financial Strategy	To discuss the Council's Medium Term Financial Strategy prior to its approval through the political process. Please note the date of the meeting will move to enable SB1 to consider the MTFS before it goes to Cabinet. Normal reporting timescales have changed due to Covid-19.	Cllr Brown /Barry Hastie/ Paul Jennings

3

Date	Title	Detail	Cabinet Member/ Lead Officer
	- Coventry Connects	To include Customer Service channels including the feedback loop for customers and councillors and continuous improvement.	Cllr Brown/ Cllr Hetherton Adrienne Bellingeri/ Paul Ward
2023/24	- Equality and Diversity – Interview Panels	As a follow up to the item on Recruitment & Selection and Tribepad the Council's Applicant Tracking System, to review the analysis of the outcome of increasing the diversity of interview panels.	Cllr Brown Susanna Newing Grace Haynes

4