Date	Item	Members wished to make the following comments and conclusions:	Response/Comments
		The Committee congratulate the Head of Performance and Partnership Services on what he has achieved digitally and Members praise the positive change in the local authorities culture.	Thank you.
		Recommendations	
		The Committee recommend that analysis be undertaken on a postcode basis of areas that have not registered online for Council Tax. Members request to receive this information when compiled to assist with providing a demographic understanding of where in the Borough requires concentrated advertising for My Account.	(see table below) The attached stats demonstrate the percentage of citizens in each area who have signed up for council tax e-billing up to September 2018. Clearly there are areas where our comms and marketing needs to be more targetted as we move forward with developing our digital services.
		The Committee note that out of the citizens who have registered their council tax account online, only 49.59% of them have subscribed to e-billing. Therefore Members recommend that in a way of promoting paperless billing, the Council offer a small discount as an incentive.	The comms/marketting strategy for Phase 2 of the Digital Transformation project will continue to promote and signpost citizens to e-billing through all our media channels and will be expedited to March 2019 in conjunction with the annual billing process. We will continue to monitor subscriptions to ebilling throughout this period. If subscriptions remain low after this March milestone, Martin Morgans further explore the option of providing an incentive to sign up to ebilling.
26-Sep-2018	Digital Transformation Programme	In relation to the App called 'Bridgend Report It' which allow citizens to report highways issues such as potholes and dog fouling, Members recommend that the App includes the ability of reporting the need for grass cutting and the emptying of overflowing litter bins.	With our colleagues in highways, parks, street cleaning and parks, we will fully peruse the reporting categories available within the 'Bridgend Report It' app to expedite the members recommendations.
		Following discussions regarding cashless catering the Committee recommend that the system should also include cashless payments for schools trips and tickets for school events for example to alleviate administrative costs and to assist parents with the ability of making payments when it is convenient to them.	Discussions have ensued, and are continuing, with companies who can provide cashless transactions. We are working with colleagues in IT to establish this function through the My Account portal which, if successful, will also further promote sign up to our other online services.
		During deliberations of the new website, Members maintain that there had previously been very high profile events across the Borough that were not advertised adequately to effectively promote the event and therefore recommend that Tourism have its own webpage with its own button on the Bridgend Council's homepage. In addition to this, to assist with increasing public engagement with the Council, Members recommend that a button be progressed on the homepage to enable citizens to watch webcast Council meetings effortlessly.	Communications and Marketing, with IT, are currently identifying and auditing all micro websites that include Tourism, that currently sit outside the corporate website. Once this piece of analysis is complete, a corporate mandate will be sought, by Comms, from CMB to incorporate microsite content into the main website including tourism. We aim to provide the detail to CMB by December dependant on the number of micro websites that are identified, with a policy developed thereafter. The webcast function is now available through the 'My Council' tab on the home page of the BCBC website.
		Additional information	
		· At a future meeting, Members have asked to be presented with a financial plan detailing the current spend to date, any underspend/overspends and projected spend for the duration of the programme. In addition to this Members request that a business plan be offered specifying targets for timeframes and registrations for My Account.	Future agenda item.

%age	No. registrations	Postcode	Area
33	1206	CF31	Bridgend Town including Brackla, Coity, Penyfai Count
21	773	CF32	Cefn Cribbwr, Laleston, OV, Tondu, Sarn, Ynysawdre, Pontycymmer, Llangeinor, Garw, Blackmill, Bettws, Aberkenfig Count
13	477	CF35	Pencoed, Coychurch Count
12	432	CF34	Maesteg Count
11	404	CF33	Cornelly, Pyle Count
9	331	CF36	Porthcawl Count
1	27	CF39	Evanstown Count

			Although the local authority has provided schools who wish to commit, with an online cashless payments system, the operation of the system and the responsibility for managing the payments (including deficit payments), rests with schools.
		· The Committee request that the following question be referred to the Corporate Director – Education and Family Support: In relation to cashless catering, the Committee queried whether there was any flexibility on a negative balance on a child's account and further questioned if the tolerance (if any) was the same for all schools.	As a default, the system in use in primary schools, works on the basis of one 'lend meal' only. Any increase over that limit can only be agreed by the school. The local authority's Catering Service has no jurisdiction over this arrangement as the school is responsible for its own budget. Neither does the Catering Service maintain a list of those primary schools who have changed the default lend value. The position in secondary schools is different, as their meal service offered to pupils is based around a cafeteria-type arrangement where transactions are only allowed against a child's account with a positive account value. Therefore, in secondary schools, the cashless system does not offer a default lend value, but schools can nevertheless, choose to support pupils who may not have sufficient funds, by providing financial support at their own discretion.
		· Members request a training session on BridgeMAPS.	BridgeMAPS has been added to the Member Development Programme.
		Recommendations	
	Wales Audit Office – Overview and Scrutiny – Fit for the Future?	While discussing the proposals for improvement provided by the Wales Audit Office the Committee highlighted the lack of synergy between Cabinet, Officers and Members and recommend that the quarterly meetings between Cabinet, Corporate Management Board and Scrutiny Chairs be further developed to be more attentive to timeliness. The Committee also request that the outcomes from these meetings are cascaded to all other Members.	To be brought up at the next Scrutiny Chairs Meeting to see how this can be progressed.
		Members note that the development of a programme of scrutiny meetings for webcasting had already been proposed for future review activity and recommend that officers ensure the planned webcasts cover a wide range of topics and are allocated across all Overview and Scrutiny Committees.	This recommendation has been taken on board and a schedule of meetings to be webcast is to be presented and agreed at the next Democratic Services Committee meeting.
		With reference to the Wales Audit Report questioning how the Council undertake scrutiny of the Public Service Board, the Committee voiced their own concerns due to the lack of meetings the Public Service Board Overview and Scrutiny Panel have undertaken in the last year and recommend that the rationale for the Panel is explored and query why the Panel has made such little progression.	Over the last few years PSB has seen many changes which has stalled the governance side of things and as the PSB Overview and Scrutiny Committee is only allocated 2 meetings a year, we try and ensure that we only meet when there is a reason too. DM is keen on progressing differently with the Scrutiny arrangement for the PSB Overview and Scrutiny Panel and discussions are underway on how to take this forward.
		The Committee recommend that the introduction of a Scrutiny Chair Research Group be explored, to take the opportunity to research best practice on a topic prior to the item being brought into Committee for Scrutinising. Members request that the Research Group be added for further discussion at the next Scrutiny Chairs meeting and that the Chair of BREP, Group Leaders and the Leader be invitees for the item.	To be brought up at the next Scrutiny Chairs Meeting to see how this can be progressed.
	Festival of Learning 2018	The Committee received this report as information but wished to thank the Director for the innovative approach undertaken and for level of passion expressed prior and during the event.	N/A