

Public Services Reform Policy and Accountability Committee

Agenda

Wednesday 2 September 2020 at 6.30 pm

This meeting is being held remotely
You can watch live on YouTube: youtu.be/OAV4YN_TF_4

MEMBERSHIP

Administration	Opposition
Councillor Rowan Ree (Chair) Councillor Christabel Cooper Councillor Guy Vincent Councillor Zarar Qayyum	Councillor Dominic Stanton

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This meeting is being held remotely. If you would like to take part in the meeting please contact: david.abbott@lbhf.gov.uk

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Policy and Accountability Committee Agenda
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<u>Item</u>	<u>Pages</u>
1. APOLOGIES FOR ABSENCE	
2. ROLL CALL AND DECLARATIONS OF INTEREST A roll call will be carried out to confirm attendance and members will have the opportunity to declare any interests. Information on declarations of interest can be found on the next page.	
3. MINUTES To approve the minutes of the previous meeting.	4 - 11
4. PUBLIC PARTICIPATION This meeting is being held remotely via Microsoft Teams. If you would like to make a comment or ask a question about any of the items on the agenda, either via Teams or in writing, please contact: david.abbott@lbhf.gov.uk	
5. COUNCIL OF THE FUTURE - TECHUK Georgina Maratheftis, techUK's Head of Local Public Services, will join the committee to discuss techUK's Council of the Future guide. The guide includes practical examples of how digital can improve outcomes for residents and a series of questions for officers and other elected members to engender change and build capacity across the local area.	12 - 48
6. TECHNOLOGY IN LOCAL GOVERNMENT This report looks at how the council can better use technology and data to provide services to residents. TechUK, the trade body for the UK tech industry, has produced a paper "Council of the future" recommending key areas that should be addressed by local authorities. These are discussed and areas of improvement identified.	49 - 64
7. OVERVIEW OF THE RESIDENT EXPERIENCE AND ACCESS PROGRAMME This report gives an overview of the Council's Resident Experience and Access Programme (REAP) – a flagship initiative for driving transformation, improved access, reliability and quality across all front-line services.	65 - 89
8. H&F WAY PROGRESS REPORT The H&F Way is the Council's internal culture change campaign where staff work together to shape how we do things to be at our best, by creating a movement for change by our staff and for our staff. This report updates the committee on the progress made to date and plans for taking the H&F Way programme forward.	90 - 144

More information on declarations of interest

If a Councillor has a disclosable pecuniary interest in a particular item, whether or not it is entered in the Authority's register of interests, or any other significant interest which they consider should be declared in the public interest, they should declare the existence and, unless it is a sensitive interest as defined in the Member Code of Conduct, the nature of the interest at the commencement of the consideration of that item or as soon as it becomes apparent.

At meetings where members of the public are allowed to be in attendance and speak, any Councillor with a disclosable pecuniary interest or other significant interest may also make representations, give evidence or answer questions about the matter. The Councillor must then withdraw immediately from the meeting before the matter is discussed and any vote taken.

Where Members of the public are not allowed to be in attendance and speak, then the Councillor with a disclosable pecuniary interest should withdraw from the meeting whilst the matter is under consideration. Councillors who have declared other significant interests should also withdraw from the meeting if they consider their continued participation in the matter would not be reasonable in the circumstances and may give rise to a perception of a conflict of interest.

Councillors are not obliged to withdraw from the meeting where a dispensation to that effect has been obtained from the Standards Committee.