

2021 EFCSC 20

THE FIFE COUNCIL - ENVIRONMENT, FINANCE & COMMUNITIES SCRUTINY COMMITTEE – REMOTE MEETING

1 June, 2021

10.00 a.m. – 11.25 a.m.

PRESENT: Councillors Tim Brett (Convener), John Docherty, Linda Erskine, Derek Glen, Andy Heer, Rosemary Liewald, Lea McLelland, Ross Paterson, Fay Sinclair, Ryan Smart, Darren Watt and Jan Wincott.

ATTENDING: Eileen Rowand, Executive Director, Finance & Corporate Services; Charlie Anderson, Head of ICT; Diarmuid Cotter, Head of Customer & Online Services; Les Robertson, Head of Revenue & Commercial Services; and Elizabeth Mair, Committee Officer, Legal & Democratic Services.

APOLOGIES FOR ABSENCE: Councillors Neil Crooks, Ian Ferguson and Mick Green.

49. DECLARATIONS OF INTEREST

No declarations of interest were submitted in terms of Standing Order No. 7.1.

50. MINUTE

The Committee considered the minute of meeting of the Environment, Finance & Communities Scrutiny Committee of 13 April 2021.

Decision

The Committee agreed to approve the minute.

51. DIGITAL PROGRESS IN LOCAL GOVERNMENT - FIFE POSITION

The Committee considered a report by the Head of ICT outlining Fife's position in relation to progress and areas of further consideration with reference to the report "Digital Progress in Local Government" published by Audit Scotland in January 2021, highlighting both progress made and challenges encountered in delivering true digital transformation in Scottish Councils.

Decision

The Committee:-

- (1) noted the progress made in Fife and the areas for further development and improvement; and
- (2) agreed that a further update report be submitted to a future meeting of this Committee in 12 months time.

52. CONTACT CENTRE AND PANDEMIC RESPONSE REVIEW

The Committee considered a joint report by the Head of Customer & Online Services and the Head of Revenue & Commercial Services providing an overview of progress with an increase in online services through fife.gov.uk, along with an update on the activity in Customer & Online services in the year 2020/21, including information on involvement in a number of support mechanisms for individuals and businesses during the Covid pandemic.

Decision

The Committee:-

- (1) noted the information contained in the report;
- (2) expressed appreciation to staff for their efforts and commitment during a very difficult period; and
- (3) agreed that an update report on the Contact Centre and Fife Council website - Fife.gov.uk, be submitted to the Committee in December 2021.

53. ENVIRONMENT, FINANCE & COMMUNITIES FORWARD WORK PROGRAMME

The Committee noted the Environment, Finance & Communities Forward Work Programme which would be further updated as appropriate.
