

Scrutiny & Overview Committee

Social Inclusion Working Group

Monday 30th November 2015 at 5.30pm
Lewes Room, Parkside, Chart Way, Horsham

Councillors:

David Skipp (Chairman)	Matthew French
Alan Britten	Tim Lloyd
Roger Clarke	Ben Staines
David Coldwell	Tricia Youtan

You are summoned to the meeting to transact the following business

Agenda

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1. Apologies for absence	1
2. To approve as correct the record of the meeting held on 28 th September 2015	
3. To receive any declarations of interest	
4. To receive any announcements from the Chairman or the Chief Executive	
5. To receive the Digital Inclusion Report (with details on current digital schemes) by the Community Development and Engagement Manager	5
6. CenSus Revenues and Benefits performance data	11

Social Inclusion Working Group

Terms of Reference

To consider and to make recommendations to the Scrutiny & Overview Committee on the following:

- i) Initiatives to develop the Council's approach to social inclusion, equality and diversity
- ii) Access to services and supporting vulnerable people
- iii) Anti-poverty initiatives
- iv) Reports received from Cabinet Members / service heads on specific issues relating to social inclusion, equality and diversity
- v) Health matters

Notes of the Scrutiny and Overview Committee
Social Inclusion Working Group
28th September 2015

Present: Councillors: David Skipp (Chairman) Alan Britten, Roger Clarke, David Coldwell, Matthew French, Ben Staines

Apologies: Councillor: Tim Lloyd, Tricia Youtan

Also present: Councillor: Leonard Crosbie, Godfrey Newman

1.

1. **TO APPROVE AS CORRECT THE RECORD OF THE MEETING HELD ON 15TH JUNE 2015**

The minutes of 15th June 2015 were approved as a correct record of the meeting.

4. **TO RECEIVE ANY DECLARATIONS OF INTEREST**

There were no declarations of interest.

5. **ANNOUNCEMENTS FROM CHAIRMAN OR THE CHIEF EXECUTIVE**

There were no announcements.

6. **TO RECEIVE THE RESPONSES FROM THE CABINET MEMBERS TO THE RECOMMENDATIONS MADE IN MARCH 2015**

The Working Group had made a number of recommendations in its report in March 2015 on the review of the effectiveness of the provision for local residents suffering financial hardship. The recommendations had been received by the Cabinet Members and replies were provided at the meeting.

The Chairman talked the Working Group through the replies and highlighted the following:

Recommendation one: To review the impact of the decision to disband the Horsham District Community Partnership. The Members noted that feedback would be available in September 2015; this would be followed up and reported back to the Group.

Recommendation two: That the Health and Wellbeing pages were to be updated. Members noted that additional information was available on the Council's website in the form of a leaflet and the Community Development and Engagement Manager would circulate the link to the online version.

Recommendation three: To request that the autumn edition of the Horsham District News magazine include an article detailing organisations which provide advice and assistance. Members noted that this was in progress and an update would be provided.

Recommendation four: Request that a room be made available in Parkside for a regular 'surgery'. The Working Group noted that although a room could easily be provided for a surgery, the difficulty would be in getting the resources to support this service. Much of the information which the Group suggested should be available at the surgery was already available online. The Citizens Advice Bureau also provided a one to one service which sign posted residents to where they could find help and support depending on their needs. . Members noted that a lot of positive work was currently underway but Members were keen to encourage relevant agencies to work together.

Recommendation five: Request that West Sussex County Council promote financial management. The Working Group noted that the Community Development and Engagement Manager would contact WSCC for some feedback on this.

Recommendation six: Request the Finance and Performance Working Group to continue to monitor the performance data for the CenSus Revenues and Benefits service. The Working Group noted that these statistics were being monitored and requested that they passed on to this Group.

The Working Group noted the replies and would await updates on the information requested.

7. TO RECEIVE THE REPORT ON DIGITAL INCLUSION BY THE COMMUNITY DEVELOPMENT AND ENGAGEMENT MANAGER

The Community Development and Engagement Manager presented the report on Digital Inclusion, arising from the Working Group's previous recommendation to consider the provision of the Council's online communications and services for local residents who do not have access to the internet.

The Working Group discussed the report and noted the recommendations made. The Community Development and Engagement Manager was proposing to write a Digital Inclusion Strategy which outlined the Council's commitment to ensuring that residents in the District could access the online services provided by the Council, which would also include an action plan which could be monitored by the Working Group on an annual basis.

The Members supported the need to address digital inclusion going forward.

The Community Development and Engagement Manager would also communicate with the local housing associations to identify which services they currently offered to their tenants and whether they would consider implementing services such as free wi-fi for better digital inclusion.

The Working Group noted that some work had been carried out in the past in relation to offering free wi-fi in Horsham town centre, further information would be sought in relation to this and an update on the current position would be provided.

It was also suggested that the Council should ensure that the website and online forms were also mobile phone friendly, as this was a popular way to access the internet.

Other key points were education and teaching and contact points for residents to use when they need help.

The Working Group was also concerned about the impending shift to Universal Credit and how people would be able to access this in the future.

Members requested further information on the current digital schemes offered for residents of the District by the District Council, West Sussex County Council, central government and other agencies such as Age UK. Members asked to see this information detailed in a chart with the name of the agency against the services provided. This information would be provided by the Community Development and Engagement Manager.

Members noted that the Council needed to work to empower individuals to have the ability to get online and as the population became more digitally proficient, the Council needed to ensure that services were still made available for those who could not access the internet, i.e. by providing a telephone number.

The Working Group concluded that it would like the Community Development and Engagement Manager to produce an action plan on the Digital Inclusion Strategy for the Group's next meeting, including the details of the current services offered so that the Group could discuss this in further detail.

The meeting finished at 6.35pm having commenced at 5.30pm.

CHAIRMAN

Digital Inclusion

Introduction

Members requested further information on current digital schemes at District, County and National Level in a table format. I have provided some information below, however I do not have the resource to carry out a comprehensive audit of District, County and National digital offers. As the information is not comprehensive, I have not used a table format, opting to include the replies received.

West Sussex County Council

Anne Chan from the Digital Design Unit at WSCC

“Digital inclusion is a vital part within the digital journey WSCC is now on. In 2013, the WSCC Digital Strategy was approved and that has led to a large transformation effort throughout the organisation. Most fundamentally, channel shift is one of the main themes within a large area of activity called the ‘Customer Experience Programme’. Within this programme the opportunities for investing in technology in order to deliver efficiencies are being explored. You can read the proposal for CE that went to Select Committee recently on our website. These two documents outline a response as they describe how we will provide online services with assisted digital support.”

We don’t have any specific data on digital illiteracy, as this could be defined in a number of different ways in the 2014 West Sussex Life report we have some figures on internet use. ONS surveyed around 650 people in West Sussex as part of a UK-wide study and found that 10.3% of respondents had not used the internet, compared to 10.1% in the South East and 12.8% across the UK as a whole. I’m afraid that we don’t have anything more accurate, or that goes down to district level.”

Jo Moeller Cluster Manager for Billingshurst, Henfield, Pulborough, Steyning and Storrington libraries, West Sussex County Council

“All libraries in West Sussex provide free internet access to residents who are library members, of up to 2 hours every day.”

The only Library that has a Computer Buddy in the libraries that I manage is Henfield library and this is by appointment only. In addition to this I believe in Henfield village there is a group that meets one afternoon a week which tried to help people that are looking for basic IT help. I believe this was set up by either the Community Partnership or the Parish Council; sorry I’m not sure which.

Billingshurst, Pulborough, Steyning and Storrington libraries are also a venue for Aspire IT courses and as Helen states, these are chargeable.”

Job Centre

“On line claimants for JSA should be seen at the Jobcentre within 3 working days. The processing time was I believe 10 days but that may have been changed and I am not sure what the SLA is currently. There are a lot of changes at the moment at the benefit centre and that will impact. Universal credit is date of claim plus 5 days.”

Not for Profit

I asked Horsham and Mid-Sussex Voluntary Action (you might know them as Horsham CVS) for any information they held. They told me that they do not hold any information but offered to put my question in their E-Newsletter. I received only a small response.

Neil Wannell Administrator Age UK Horsham District



Horsham District
ageUK

Silver Surfers I.T. Course
COMPUTERS MADE FUN AND EASY

Learn the basics from our friendly tutor
1pm - 3pm every Tuesday for two weeks
In our air conditioned I.T. suite
Booking is essential
£30-00 per person

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Lewinfa House
Dulver Square
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West Sussex RH12 3EJ
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“Storrington & Sullington Community Partnership began identifying need amongst ‘digitally illiterate or digitally excluded’ some years ago and began providing computer beginner courses ‘Silver Surfers’ for older people. We continue to provide courses in Storrington to meet a need which has changed from desk top through laptop to most often now, I-pads. Our service was handed over to Age UK Horsham district last year although I provide the local advertising and organisation in Storrington. ”

Tony Jackson

“2 years ago, we set up under the Community Partnership in association with Henfield Hub a computer club for older people looking to gain understanding/get help with computers. This has proved very successful and now there is no age limit. The Computer Club has up to 20 regular attendees and others who come when they need specific help.

We have advertised regularly and continue to attract new members; I spoke to someone making enquirers yesterday. We have been going long enough now to probably be getting enquiries through word of mouth as well as BN5 and the Parish mag. It would not take much to ask the members how they heard about the club. We have also not had a problem about attracting enthusiastic volunteer tutors. Finally the club is self-funding with a very small weekly cost to members each time they come, once they have paid a one off membership subscription of £5. The club would therefore be a good model for any other villages in the district where there is nothing similar.

What we don't know is how many older people there are out there who fit all the categories listed below (in the original request) who are not being online for whatever reason. Maybe we could suggest to the powers that be whoever they are, that they include a category in the next census that would give these statistics as they must be of interest everywhere.”

Housing Associations

I received a response from Saxon Weald

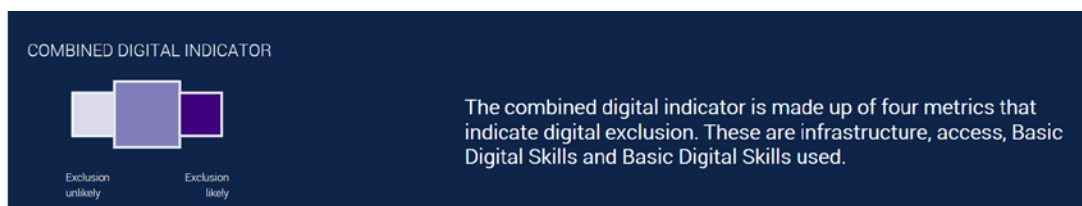
Saxon Weald Rachel Richards Head of PR & Marketing

“We certainly will be offering more of our services online by the end of the year – but in terms of getting people online in the first place, we have no major plans. Visitors to our reception area can access the web though this is in a public area. We did trial offering people the opportunity to book time in a private meeting room to use the web and a printer but I don’t think we had a single person take us up in the several months it was running. Most of our retirement and extra care schemes do have computers for residents use – where they don’t, we will be asking people if it is something they want but the cost will need to be added to their service charges, so we would go with the majority view.”

Horsham Data

Since attending the last meeting I have gathered the following Horsham Specific Data

The Go-on UK digital map was released which defines Horsham as medium in terms of likelihood of overall digital exclusion



Source: www.go-on.co.uk

Infrastructure

8.70% of households in Horsham do not receive broadband speeds of at least 2 megabits per second (Mbps). Infrastructure data shows the percentage of households not receiving broadband speeds of at least 2 megabits per second (Mbps). 2Mbps is the current government’s definition of basic broadband.

Source: Fixed Broadband Performance, Office of Communications. Contains information licensed by the Office of Communications

Access

0.9% of adults in Horsham have never been online. Access data shows the percentage of people that have never been online or used the Internet directly. For some areas the data shown is mapped from a higher geography than Local Authority.

Source: Internet Access Quarterly Update, Office for National Statistics

40% of adults in Horsham have used all five Basic Digital Skills in the last three months. Basic Digital Skills Used data shows the percentage of adults that say they have used all five Basic Digital Skills in

the last three months. The combined digital indicator has been calculated using the 11 survey questions that were used to measure these 5 skill categories. Basic Digital Skills have been tracked using a survey based on Go ON UK's Basic Digital Skills framework.

Source: Go ON UK Basic Digital Skills UK Report 2015

Social Indicators

Age data shows the percentage of the adult population over the age of 65. Being older than 65 contributes significantly to the likelihood of an individual being offline and lacking Basic Digital Skills.

Source: Mid-year population estimates, Office for National Statistics

29.60% of adults in Horsham have no qualifications and/or no Level 1 qualifications. Education data shows the percentage of the adult population who have either no qualifications or no Level 1 qualifications, e.g. GCSE (grades D-G), NVQ level 1, BTEC award certificate and diploma level 1, and others. Low levels of education or a lack of core literacy skills can indicate a lack of broader skills, including Basic Digital Skills.

Sources: Census 2011, Office for National Statistics,

Income

26,200 is the average income per taxpayer in Horsham. Income data shows the average income of a taxpayer. The income amount is the median figure for the area, and is shown in pounds sterling. Affordability is one of the key barriers to people accessing the Internet.

Source: Survey of Personal Incomes, HM Revenue and Customs,

Health

14.8% of adults in Horsham have a long-term illness or disability. Health data shows the percentage of the adult population who have a long-term illness or disability. Illness and disability contribute significantly to the likelihood of an individual being offline and lacking Basic Digital Skills.

Source: Disability and self-reported health, Census 2011, Office for National Statistics

Horsham District Council Website

HDC website overview findings will be presented verbally by Nick Jenkins Community Development Officer (Arts)

Digital Inclusion Strategy

The initial move to solidify a HDC position on digital inclusion was born out of an agenda to ensure community inclusion

On further investigation, a digital inclusion strategy should incorporate elements of what HDC intend to provide in terms of services and access to services for the future. This should include

- 1) HDCs use of social media, how we will digitalise services and ensure equality of access to those services and
- 2) How we will work to help our communities to remain or become digitally literate.






Whilst considering digital inclusion, the wider community element should not alone be a strategy without consideration of key organisational Factors

- Ensuring our key policies and strategies are integrated with our digital ambition
- Consideration of the digital skills and confidence of our workforce
- Putting the customer's needs and experience at the heart of new systems
- Using business intelligence tools to put resources where they are most needed
- Redesign smarter public services around through efficient online services

To enable a comprehensive 'Digital Horsham' offer in terms of a strategy is much wider than a Community Development remit.

Recommendations

- To again give consideration to the points above and the adoption of a digital strategy and crucially, who should lead on this.
- As per previous report, to further discuss the importance of the wider digital Inclusion agenda beyond the SIWG and how this affects our communities and to encourage and support specific budgeting for this agenda.

Code	Short Name	Q1 2015/16	Q2 2015/16			Notes
		Value	Value	Target	Status	
R05	% of Council Tax collected in year	29.97%	58.24%	58.20%		Cabinet Member: Cllr Donnelly
R09a	HB -Speed of processing - new HB claims	Year to date (YTD) 17.66	Year to date (YTD) 17.66	18		Cabinet Member: Cllr Donnelly
R09b	CTB - Speed of processing - new CTB claims	YTD 20.39	YTD 20.3	20 revised		Cabinet Member: Cllr Donnelly
R10a	HB - Speed of processing - changes of circumstances for HB claims	YTD 9.66	YTD 10.8	10 revised		Cabinet Member: Cllr Donnelly
R10b	CTB- Speed of processing - changes of circumstances for CTB claims	YTD 10.66	YTD 11.3	10 revised		Cabinet Member: Cllr Donnelly