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Digital Policy

November 2020 – 2022

According to a Government report¹ in just over 2 decades the internet has become a huge part of our everyday lives. Today 90% of adults in the UK are online. Completing transactions online has become second nature, with more and more people going online for shopping, banking, information and entertainment. The public increasingly expects to access services quickly and conveniently, at times and in ways that suit them.

Digital by Default

Our aim is to become digital by default within the next 5 years. By digital by default, we mean digital services that are so straightforward and convenient that all those who can use them will choose to do so whilst those who can't are not excluded.

By 'digital', we mean internet-enabled; such as desktop, laptop, tablet, mobile or digital devices not yet invented.

This strategy sets out how the Parish Council will become digital by default.

We will:

The Council

- Develop digital capability of councillors
- Explore the use of digital means to provide access to council agendas and papers
- Provide consistent services for people who have rarely or never been online

Our Employees

- Develop digital capability of employees
- Provide consistent services for people who have rarely or never been online

Our Services

- Redesign transactional services with the aim of providing and improving digital capability
- Explore the use of digital services in the tendering process
- Increase the number of people who use our digital services
- Provide consistent services for people who have rarely or never been online
- Provide online forms for Council services.

Our Community

- Redesign our website to provide an attractive and efficient interface
- Increase the number of people who use our digital services
- Provide consistent services for people who have rarely or never been online
- Support the Digital Derbyshire initiative

<https://www.gov.uk/government/publications/uk-digital-strategy/uk-digital-strategy>

Aim	How?	By Whom?	By When?	Progress
The Council				
Develop digital capability of councillors	<p>Pair members to provide IT mentoring for those members who wish to improve their skills</p> <p>Attend relevant, approved training</p>		<p>Ongoing</p> <p>Ongoing</p>	
Explore the use of digital means to provide access to council agendas and papers	<p>Review the current trial of sending Committee Papers electronically</p> <p>Explore options to extend the trial including</p> <ul style="list-style-type: none"> • using electronic means to send Parish Council papers • developing a members area on the website 	<p>Communications Group with report from Clerk</p> <p>Communications Group to recommend to Parish Council</p>	<p>July 2019</p> <p>July 2019</p>	<p>Completed</p> <p>Completed</p>
Provide consistent services for people who have rarely or never been online	Councillors are supplied with a hard copy on request	Clerk		Completed

Our Employees				
Develop digital capability of employees	Approve relevant training on request or when changes in service delivery require skill development	Clerk and appropriate Line Managers	As required	Training in IT and digital use of services to be encouraged particularly for civic centre staff
Explore digital banking for the payment of salaries	Consider paying all salaries by BACS as part of a move to reduce/eliminate the need to use cheques as a method of payment	Clerk and RFO to provide a report to the Parish Council		Completed
Provide consistent services for people who have rarely or never been online	Ensure that any employee without a bank account is not disadvantaged	Clerk and RFO		Completed

Our Services				
Redesign transactional services with the aim of providing and improving digital capability	Produce a list of all transactions carried out by the Parish Council at all its facilities where Council interacts with the public detailing those which are currently available on-line and those that are not	Clerk	July 2019	Action: Officers to consider what tasks could be done digitally that aren't already Continue to develop
	Make recommendations on additions/improvements	Communications Group to make recommendations to Parish Council	September 2019	
Explore the use of digital services in the tendering process	Report on whether any further use of digital services would be worthwhile	Clerk and RFO	September 2019	Completed
Increase the number of people who use our digital services	Monitor website and facebook usage	Web Provider to provide usage figures on a quarterly basis	Ongoing	Need to analyse figures
	Monitor use of e-booking system if introduced			
	Monitor use of card payment system		Ongoing	

Provide consistent services for people who have rarely or never been online	Ensure that all services are available in non digital format on request	Clerk		Completed
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Our Community				
Redesign our website to provide an attractive and efficient interface	Arrange meeting with current web provider to negotiate changes to the website in line with agreement reached by Communications Group	Clerk, Cllrs Austen and Gare		Completed
Explore the use of digital media (including Facebook and Twitter) to communicate and involve the community in local democracy	Incorporate digital media on website	Cllr Gare	September 2016	Completed
Increase the number of people who use our digital services	Monitor website usage	Web Provider to provide usage figures on a quarterly basis	September 2016	Need to analyse figures
Provide consistent services for people who have rarely or never been online	Ensure that all services are available in on digital format on request	Clerk		Completed
Support the Digital Derbyshire initiative	Seek information of initiative and assess how PC can be supportive	Communications Group		Completed

Appendix

Outstanding Actions

Digital Strategy Plan 2020

Progress Update May 2021

Actions	Details	Responsibility	Priority	Progress	Completed
Cemetery	Online interactive web forms to be created for the cemetery paperwork.	Rosanna	L		
Community Halls	Online interactive web forms to be created for the community halls.	Roz	L		
QR Codes	QR Codes to be created for the promotion of the Council buildings and events.	Council	L		
Use of digital media					
Analyse website usage figures					

Outstanding Actions

Explore Councillor individual email addresses

Outstanding Actions

- Redesign transactional services with the aim of providing and improving digital capability
- Provision of events calendar
- Analyse website usage figures

Outstanding Actions

- Training for new and existing staff