

# SCRUTINY REVIEW PANEL 4 - 2016/2017

## DIGITAL SERVICES

### WORK PROGRAMME

Item No.	Item Details	Brief/Comments
<b>Meeting 1 - Thursday 14 July 2016</b>		
1	Panel Operations in 2016/2017 (Director of Legal and Democratic Services - Helen Harris/Scrutiny Review Officer - Harjeet Bains)	To consider and agree the Terms of Reference for the Panel (including co-option arrangements and external engagement).  To plan and agree the agenda items, where feasible, for all the Panel meetings in the year including additional visits.
2	An Overview of the Proposals for the Council's Transformation to a Digital Services Provision (Executive Director, Environment and Customer Services - Keith Townsend/ Director of Business Services Group - Mike Ibbitson/Director of Strategy and Engagement - Kieran Read/Director of Customer Services - Alison Reynolds/Policy Officer - Kate O'Connor)	To consider a presentation on the Council's proposals for the provision of digital services and identify areas for further review accordingly.  <u>Possible Expert Witnesses :</u> <i>Meghan Benton (Co-author of Nesta's report - Connected Councils, a Digital Vision of Local Government in 2025)/Eddie Copeland (Director of Government Innovation, Nesta).</i>  <i>Nesta is an innovation charity that helps people and organisations bring great ideas to life.</i>
<b>Meeting 2 - Thursday 13 October 2016</b>		
1	Digital Council (Director of Business Services Group - Mike Ibbitson)	To consider a presentation on the proposals for a digital Council.  <u>Possible Expert Witnesses:</u> 1. Cllr Theo Blackwell, Cabinet Member for Finance, London Borough of Camden  2. Cllr Peter Fleming, Chair of Improvement and Innovation Board, Local Government Association

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2	Digital Customer <i>(Director of Customer Services - Alison Reynolds)</i>	To consider a presentation on Ealing's current digital customer programme and how this would improve accessibility for the customers.
3	Digital Strategy Development <i>(Director of Strategy and Engagement - Kieran Read/Policy Officer - David Cressey)</i>	To consider an update on the progress of the development of the new digital strategy (which is scheduled for the Cabinet meeting on 15 November 2016) and a report from SOCITM on their recommendations for Ealing.  <u>Possible Expert Witnesses:</u> Representative of the Society of Information Technology Management (SOCITM) which promotes the effective and efficient use of information technology in local government and the public sector.
4	Updated Work Programme for Scrutiny Review Panel 4 - 2016/2017: Digital Services <i>(Director of Legal and Democratic Services - Helen Harris/Scrutiny Review Officer - Harjeet Bains)</i>	To agree the agenda items and actions for the next meeting of the Panel.
<b>Meeting 3 - Thursday 15 December 2016</b>		
1	Digital Place and Opportunities <i>(Director of Business Services Group - Mike Ibbitson/Director of Strategy and Engagement - Kieran Read/Director of Customer Services - Alison Reynolds/Director of Regeneration and Planning - Lucy Taylor)</i>	To consider the opportunities and the measures that will be taken to create this into a digital borough e.g. digital platforms, ICT skills, access to technology, internet, broadband speed, etc.  <u>Expert Witnesses:</u> <i>Andrew Collinge, Assistant Director of Intelligence, Greater London Authority will be attending this meeting.</i>
2	Digital Customer Feedback from Customer Consultation <i>(Director of Customer Services - Alison Reynolds/Project Manager, Customer Services - Louisa McDonald)</i>	To consider the outcome of the recent customer consultation exercises on the current and future interaction with the Council and make recommendations for further improvements accordingly.

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3	Update on Draft Digital Strategy <i>(Director of Strategy and Engagement - Kieran Read/ Policy Officer - David Cressey)</i>	To consider a further update on the digital strategy development.  The Panel to consider options for the implementation of proposed digital programmes and provide comment on potential partnerships for delivery.
4	Updated Work Programme for Scrutiny Review Panel 4 - 2016/2017: Digital Services <i>(Director of Legal and Democratic Services - Helen Harris/Scrutiny Review Officer - Harjeet Bains)</i>	To agree the agenda items and actions for the next meeting of the Panel.
<b>Meeting 4 - Thursday 16 February 2017</b>		
1	Update on Draft Digital Strategy <i>(Director of Strategy and Engagement - Kieran Read/ Policy Officer - David Cressey)</i>	To consider a further update on the digital strategy development.  <u>Expert Witnesses:</u> <i>Alex Sewell, Principal Policy and Project Officer, Strategic Policy Group, London Councils will be attending this meeting.</i>
2	Useful Information on Digitalisation <i>(Cllr Peter Fleming - Deputy Chairman, Local Government Association (LGA) and past Chairman of LGA's Improvement and Innovation Board)</i>	Cllr Peter Fleming (also Leader of Severnoaks District Council) has provided some useful information including links to best practice and case studies to help inform the Council's digital journey.  The Improvement and Innovation Board has responsibility for LGA activity relating to the support of local authorities in improving their performance and relations with the central bodies contributing to that process. As such, his role was to lead on digital for the local government sector.
3	Updated Work Programme for Scrutiny Review Panel 4 - 2016/2017: Digital Services <i>(Director of Legal and Democratic Services - Helen Harris/Scrutiny Review Officer - Harjeet Bains)</i>	To agree the agenda items and actions for the next meeting of the Panel.

<b>Item No.</b>	<b>Item Details</b>	<b>Brief/Comments</b>
<b>Meeting 5 - Thursday 27 April 2017</b>		
1	<i>Possible Further Evidence</i>	
2	Draft Final Report of Scrutiny Review Panel 4 - 2016/2017: Digital Services <i>(Director of Legal and Democratic Services - Helen Harris/Scrutiny Review Officer - Harjeet Bains)</i>	To consider and agree, with any amendments, the Panel's final report to the Overview and Scrutiny Committee.
<b>Proposed Visits/Activities</b>		<b>Comments</b>
1	Digital Communications Focus Group Exercise with Voluntary Sector Representatives 11:00-13.00 Tuesday 6 December 2016 Southall Town Hall 1 High Street Southall UB1 3HA	The Panel Members to join the exercise which is being conducted jointly by the Southall Community Alliance and the Council's Customer Services.
2	Camden Council 13:00-15:00 Thursday 8 December 2016 5 Pancras Square London N1C 4AG	The Panel has accepted Cllr Theo Blackwell's invitation to visit Camden Council to tour their modern offices and study their two years on from the launch of their digital strategy.