

Report to Scrutiny

Item Number:

Contains Confidential or Exempt Information

No

Subject of Report:	Panel Operations and Updated Work Programme
Meeting:	Scrutiny Review Panel 4 – 2016/2017: Digital Services 15 December 2016
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Scrutiny Officer:	Harjeet Bains Scrutiny Review Officer Email: bainsh@ealing.gov.uk Tel: 020-8825 7120
Cabinet Responsibility:	Councillor Yvonne Johnson (Finance, Performance and Customer Services) Councillor Peter Mason (Prosperity, Skills, Employment and Transformation)
Director Responsibility:	Helen Harris Director of Legal and Democratic Services Email: harrish@ealing.gov.uk Tel: 020-8825 8615
Brief:	To consider the feedback from the recent visits and updated Work Programme, including external engagement and visits.
Recommendations:	The Panel is asked to: <ul style="list-style-type: none"> - receive and comment on the feedback provided; - agree the agenda items and actions for the next meeting on 16 February 2017.

1. Panel Operations and Updated Work Programme

Feedback from Recent Visits

- 1.1 The Panel Members will be undertaking the following two visits in early December 2016:

Digital Communications Focus Group Exercise with Voluntary Sector Representatives to be held from 11:00-13:00 at Southall Town Hall, 1 High Street, Southall, UB1 3HA on Tuesday 6 December 2016

- 1.2 The focus group has been arranged jointly by the Southall Community Alliance and the Council's Customer Services. Representatives of the following organisations have been invited to give their viewpoints:

Ealing CVS
Samafal Community Association
Deaf Plus
Golden Opportunity Skills & Development
Indian Workers Association
Ealing Equalities Council
Centre for Armenian Information & Advice
Southall Day Centre
London Tigers
Mencap
Ealing Centre for Independent Living
Sofale
Greenford, Northolt & Perivale Community Federation
Mahila Sabha
Apna
Southall Black Sisters
Somali Youth Helpline
Grove House Children's Centre
Horn of Africa Disability Elderly Association
Vince Hines Foundation
Acton Community Forum
Helplink

- 1.3 The aim of the exercise is to hear about their experiences when contacting Ealing Council and finding out how they and their users would like to access services in the future. Their views on whether digital technology acts as an enabler or barrier will help inform the Panel's review and the Council's new customer service and digital strategies.

Camden Council from 13:00-15:00 in Room 11.10 Kiln, 5 Pancras Square, London, N1C 4AG on Thursday 8 December 2016

- 1.4 At the last meeting, the Panel accepted Cllr Theo Blackwell's (Cabinet Member for Finance, Technology and Growth) offer of a talk on Camden's digital transformation and a tour of their modern public offices in King's Cross.
- 1.5 The Members who undertake these visits are asked to provide feedback at the meeting.

Updated Work Programme

- 1.6 The updated Work Programme is attached as **Appendix 1** to this report for the Panel's consideration and agreement.
- 1.7 The forward plan identifies topics to be addressed at each meeting. It is a rolling programme of work that is amended throughout the period. Items can be addressed as and when they arise or come to the attention of the Panel.
- 1.8 An updated Work Programme is presented at each Panel meeting. This allows the Panel, officers and others to know well in advance the topics of enquiry that will be addressed throughout the year; schedule items into the Work Programme accordingly and track the progress of issues.

External Engagement

- 1.9 Alex Sewell (Principal Policy and Project Officer, Strategic Policy Group, London Councils) will be attending the next meeting. The Panel is asked to agree on other experts to be invited and any further ways in which they wish to seek views on the main topic for consideration which is the **Update on Draft Digital Strategy**.

Guidance on Selecting Topics

- 1.10 General guidance on selecting a scrutiny topic is that it should be:
- specific (there is a clear remit/question to answer);
 - achievable (in the time given and the resources available);
 - likely to generate productive outcomes;
 - timely and relevant (a community or Council priority); and
 - of public interest.
- 1.11 The Panel is asked to consider and agree the agenda items and actions for the next meeting on 16 February 2016.

2. Legal Implications

- 2.1 The general scrutiny functions and powers are set out in the Council Constitution.

3. Financial Implications

- 3.1 There are no direct financial implications arising from this report. Support to the Scrutiny Panel is contained within the allocated budget. Value for money will come from having appropriate agenda items on the Work Programme that will help the Panel to achieve the key expected outcomes.

4. Other Implications

- 4.1 There are no other implications arising.

5. Background Papers

5.1 Ealing Council's Constitution, available at
http://www.ealing.gov.uk/info/200892/decision_making/597/council_constitution

Scrutiny Review Panel 4 – 2016/2017: Digital Services – Agendas, Minutes and Reports, available at
http://ealing.cmis.uk.com/ealing/Committees/tabid/62/ctl/ViewCMIS_CommitteeDetails/mid/381/id/281/Default.aspx

Overview and Scrutiny Committee – Agendas, Minutes and Reports, available at
http://ealing.cmis.uk.com/ealing/Committees/tabid/62/ctl/ViewCMIS_CommitteeDetails/mid/381/id/34/Default.aspx

For information about Scrutiny in Ealing, including meeting dates and work programmes, go to:

http://www.ealing.gov.uk/info/200892/decision_making/344/scrutiny

Current agendas and reports are available at
<http://ealing.cmis.uk.com/ealing/Committees.aspx>

Report Consultation

Name of Consultee	Department	Date Sent to Consultee	Date Response Received from Consultee	Comments Appear in Report Para
Internal				
Keith Fraser	Head of Democratic Services	02.12.16		
Helen Harris	Director of Legal and Democratic Services	N/A		
Ross Brown	Acting Director of Finance and Deputy S151 Officer	N/A		
Cllr Joanna Camadoo	Panel Chair	17.11.16		
Cllr Gary Malcolm	Panel Vice Chair	17.11.16		
External				
None				

Report History

Decision Type:		Urgency item?	
Non-key Decision		No	
Authorised by Cabinet Member:	Date Report Drafted:	Report Deadline:	Date Report Sent:
N/A	04.11.16	06.12.16	05.12.16
Report No.:	Report Author and Contact for Queries:		
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