

# SCRUTINY REVIEW PANEL 4 - 2016/2017

## DIGITAL SERVICES

### WORK PROGRAMME

<b>Item No.</b>	<b>Item Details</b>	<b>Brief/Comments</b>
<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> 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).  Nesta is an innovation charity that helps people and organisations bring great ideas to life.
<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

<b>Item No.</b>	<b>Item Details</b>	<b>Brief/Comments</b>
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>	<p>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.</p> <p><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.</p>
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.

Item No.	Item Details	Brief/Comments
<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>Possible Expert Witnesses:</u> 1. Representative from Bournemouth Council to present on <i>Bournemouth's Digital Place Programme</i> .  2. Representative from DotEveryone/GoOnUk: <i>'Doteveryone is here to show what's possible. Tech that does good, at scale, for the future. For everyone'</i> ; <a href="https://doteveryone.org.uk/">https://doteveryone.org.uk/</a>  3. Representative from Microsoft CityNext programme: <a href="http://enterprise.microsoft.com/en-us/industries/citynext/#fbid=xWPGkEusJWO">http://enterprise.microsoft.com/en-us/industries/citynext/#fbid=xWPGkEusJWO</a> .
2	Update on Draft Digital Services 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.
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>Meeting 4 - Thursday 16 February 2017</b>		
1	Update on Draft Digital Services Strategy ( <i>Director of Strategy and Engagement - Kieran Read/Policy Officer - David Cressey</i> )	To consider a further update on the digital strategy development.
2	<i>Possible Further Evidence</i>	

<b>Item No.</b>	<b>Item Details</b>	<b>Brief/Comments</b>
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>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	Hackney Borough (A best practice example of technology driven regeneration)	
2	Croydon Council (To see Croydon's Tech City)	
3	Camden Council (To study their two years on from the launch of their Digital Strategy)	
4	Hold a separate focus group meeting to seek views on the Council's proposals for digital services. (January 2017)	Invite representatives of the various key local organisations e.g. Ealing Community and Voluntary Service, Age Concern, Alzheimer's Society, Ealing Civic Society, etc.