

## **SCRUTINY REVIEW PANEL 4 – DIGITAL SERVICES**

### **MINUTES**

**Thursday 27<sup>th</sup> April 2017**

**PRESENT:** Councillors: Joanna Camadoo (Chair), Gary Malcolm (Vice-Chair), Paul Conlan, Joanna Dabrowska, Tariq Mahmood, Lynne Murray, Kamaljit Nagpal, Swaran Padda and Anthony Young

#### **Ealing Officers Present:**

Harjeet Bains - Scrutiny Review Officer  
Ray Simpson - Democratic Services Officer  
Ian O'Donnell – Executive Director, Corporate Resources  
Keith Townsend - Executive Director Environment & Customer Services  
Kieran Read - Director of Strategy and Engagement  
Alison Reynolds – Director Customer Services

#### **1. Apologies for Absence**

(Agenda Item 1)

Cllr Anthony Young substituted for Cllr Ian Proud  
Councillors Natasha Ahmed Shaikh, Rajinder Mann and Ian Proud

#### **2. Urgent Matters**

(Agenda Item 2)

There were none.

#### **3. Declarations of Interest**

(Agenda Item 3)

There were none.

#### **4. Matters to be Considered in Private**

(Agenda Item 4)

There were none.

#### **5. Minutes of Previous Meeting**

(Agenda Item 5)

The Panel considered the minutes of the previous meeting of the Panel which had taken place on 16 February 2017.

**Resolved:** That the minutes of the previous meeting of the Panel held on 16 February 2017 be agreed as a true and correct record.

## **6. Draft Final Report – Scrutiny Review Panel 4 – 2016/17 : Digital Services** (Agenda Item 6)

The Chair welcomed officers to the meeting in respect of this item and asked Panel Members if they had any general comments on the Draft Final Report (attached as Appendix1), and if they were satisfied with the recommendations as outlined in section 7.0 on page 58 of the draft report.

Councillor Lynne Murray made reference to paragraphs 3.37 and paragraph 3.41 saying that there was contradiction between both paragraphs and asked for the percentage data to be checked and made clear in terms of those who are able to access the internet. Councillor Murray also asked for clarification as to if the word 'trendier' was actually used in the second last bullet point of paragraph 3.46 – 'which asked the question as to whether there was consultation or research planned on how to provide a trendier place for business. Councillor Dabrowska suggested that the word trendier could be replaced with 'connected' place for business.

Councillor Murray also asked that where reference is made on Page 37 – fourth bullet point that this should be 'needs of people with dyslexia' and not 'dyslexia people' and page 41 – para 3.75 second bullet point that this should read 'people with disabilities' and not the 'disabled'. Councillor Conlan also made reference to the inconsistencies in the report relating to the current levels of digital activity in Ealing.

Councillor Anthony Young asked about what conclusions had been drawn from the visit to Camden Council as outlined on page 44 paragraph 3.84 of the report, and along with Councillor Conlan felt that more detail should be provided for clarification purposes. In response the Chair referred to page 51 of the report and the last bullet point of paragraph 3.92, which spoke about Ealing needing to learn from Camden's approach and to focus largely on the customer service side, and to mention in the report about adopting the open data principles in order to ensure that all data is readily accessible to all. Keith Townsend also suggested that Officers could make broad conclusions in order to satisfy the strategy which the Chair agreed should be incorporated under paragraph 3.84 of the report.

Councillor Conlan in looking at the proposed recommendations put forward in Paragraph 7.0 on page 58 of the report asked that the suggestions made should be outlined in the draft report be listed as part of the recommendations under the 'General Section' which the Chair agreed would be helpful. Keith Townsend in responding to these points, made it clear that the Overview and Scrutiny Committee under recommendation 6 relating to 'Future Monitoring' would pick up these points. Keith Townsend also agreed that Officers could list in the 'General Recommendations' the suggestions such as social inclusion, customer experience etc that were made to the Panel..

Councillor Dabrowska stated that other strategies, eg ICT Strategy which were deliverable should be listed and that any recommendations should be about what we intend to do now. Ian O'Donnell clarified that the Council ICT team were already aligning the existing ICT strategy with the Council's overall Digital Strategy. He commented that there could be difficulties but that the process was under way as the ICT Strategy was in a fit enough state to support the Digital Strategy. Keith

Townsend suggested that there could be an additional recommendation included saying that the ICT Strategy would be aligned and incorporated as part of the overall Digital Strategy. This could also apply to the Customer Services Strategy. The Panel agreed to have this as an additional recommendation.

## **Resolved**

That (i) the recommendations as outlined in paragraph 7.0 on page 58 be put forward along with the additional one suggestion relating to the Digital strategy and ICT strategy together with the suggested amendments to the general section as outlined above;

(ii) that the Chair and Vice Chair be authorised to approve a final version of the full report in time for the Overview and Scrutiny Committee meeting on 6 July 2017 and Cabinet meeting on 12 September 2017;and

(iii) noted that officers comments would be requested once the recommendations are finalised.

Councillor Mahmood asked that a vote of thanks be extended to the Chair and Vice Chair for all their work over the year.

The Chair in addition extended thanks to all the Panel members and Officers for their efforts over the year.

Councillor Joanna Camadoo, Chair.

The meeting ended at 7.28 pm.