

**Customer and Corporate Services Scrutiny
Management Committee**

1st November 2021

Report of the Director of Customer & Corporate Services

DIGITAL INCLUSION UPDATE

Summary

1. This report and presentation at Annex A provides an update for committee members covering the following areas:
 - The digital connectivity landscape in York for both residents and businesses.
 - Development of a digital inclusion partnership led by Explore York and the council and its key priorities.
 - The current position with council online access to services and the related My Account facility originally envisaged as a portal for engaging with the council and its services.

Background

2. Over several years this Committee has received updates on digital availability of services and has previously undertaken (as part of an E-Democracy Review) a public consultation to understand resident preferences for existing and future means of accessing services online. The survey results reported in January 2016 can be found here:
<https://democracy.york.gov.uk/documents/s102029/Annex%20E%20Survey%20findings.pdf>
3. The Covid-19 pandemic has brought connectivity and digital access to online services, activities, advice and information to the fore and has highlighted challenges for those who are digitally excluded. This report in the form of the attached presentation looks at recent progress in these areas in relation to on-line council services, the wider digital city

landscape and our partnerships in relation to supporting related inclusion activities across the city.

Consultation

4. This report forms part of a consultation with scrutiny to inform its future work plans.

Options

5. Members can choose to simply note the report or note it and develop thoughts for further scrutiny enquiries.

Analysis

6. There is no analysis as there is no formal council decision to be made on the content of the report.

Council Plan

7. Any recommendations resulting from related scrutiny reviews in this area will contribute to the following Council Plan priorities:
 - good health and wellbeing
 - well paid jobs and an inclusive economy
 - a better start for children and young people
 - creating homes and world-class infrastructure
 - safe communities and culture for all
 - an open and effective council.

Implications

8. There are no implications of this report as there are no formal decisions to be made.

Risk Management

9. There are no known risks associated with the recommendations of this report.

Recommendations

10. Members are asked to:

- a. Note the report and its content as an update on digital inclusion activities; and
- b. Consider the discussion points raised in the presentation to inform views on any future scrutiny work in this area.

Contact Details

Author:

Pauline Stuchfield
Director of Customer &
Communities

Contact:

pauline.stuchfield@york.gov.uk

Chief Officer Responsible for the report:

Pauline Stuchfield
Director of Customer & Communities
Contact: pauline.stuchfield@york.gov.uk

Report
Approved

Date 21/10/2021

Wards Affected: *List wards or tick box to indicate all*

All

Background Papers:

E-Democracy Scrutiny Review – Interim Report 11 January 2016

<https://democracy.york.gov.uk/ieListDocuments.aspx?CId=144&MIId=8853&Ver=4>

Annexes

Annex A Digital Inclusion Update 2021

Abbreviations

CRM Customer Relationship Management System