

**Customer and Corporate Services Scrutiny
Management Committee**

14th March 2022

Report of the Director of Customer & Corporate Services

Digital Inclusion & Engagement Update

(As part of External Organisational Development)

Summary

1. This report and presentation at Annex A provides an update for committee members in relation to Digital Inclusion. Members are also asked to discuss other areas which may come under External Organisation Development for future reporting and review.

Background

2. At its meeting on 1st November 2021 this committee agreed for officers to bring a regular update on Digital Inclusion activity in the council and with partners. This report in the form of the attached presentation looks at one element of digital inclusion and partnership working – the IT Reuse Scheme, a general update on connectivity and follow-up information on the following topics requested by members at its meeting on 1st November 2021:

- further information around the feasibility of providing free wifi access in areas of high social housing;
- if My Account is not delivering a mechanism by which the council can have a dialogue online with residents – how is this taking place?

Consultation

3. This report forms part of an update report and consultation with scrutiny to inform its future work plans.

Options

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

Analysis

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

Council Plan

6. 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

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

Risk Management

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

Recommendations

9. Members are asked to:
 - a. Note the report and its content as an update on digital inclusion activities; and
 - b. Consider further work to report and review in relation to external Organisation Development inform views on any future scrutiny work in this area.

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Report
Approved



Date 3/3/2022

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

All

Background Papers:

Customer and Corporate Services Scrutiny Management Committee
Digital Inclusion Update – 1st November 2021:

[Digital Update for ScrutinyFinal.pdf \(york.gov.uk\)](#)

Annexes

Annex A Digital Inclusion Update March 2022

Abbreviations

None