

## **DIGITAL SERVICES SUB (FINANCE) COMMITTEE**

**Friday, 3 September 2021**

Minutes of the meeting of the Digital Services Sub (Finance) Committee held at Guildhall, EC2 on Friday, 3 September 2021 at 11.00 am

### **Present**

#### **Members:**

Randall Anderson (Chairman)  
Alderman Sir Peter Estlin (Deputy Chairman)  
Deputy Roger Chadwick  
John Chapman  
Alderman Prem Goyal  
Andrew Mayer  
Jeremy Mayhew  
James Tumbridge  
Dawn Wright

#### **Officers:**

Gary Brailsford-Hart	- City of London Police
Lorraine Brook	- Town Clerk's Department
Anthony Byrne	- Chamberlain's Department
Jonathan Chapman	- Chamberlain's Department
Sam Collins	- Chamberlain's Department
Paul Dudley	- Chamberlain's Department
Antoinette Duhaney	- Town Clerk's Department
James Gibson	- Chamberlain's Department
Matt Gosden	- Chamberlain's Department
Sean Green	- Chamberlain's Department
Ruth Kocher	- Department of the Built Environment
Kerry Nicholls	- Town Clerk's Department
Melissa Richardson	- Town Clerk's Department
Bob Roberts	- Director of Communications
William Roberts	- Chamberlain's Department
Pauline Weaver	- City of London Police
Gemma White	- City of London Police

#### **1. APOLOGIES**

Apologies for absence were received from Deputy Jamie Ingham Clark and Rehana Ameer.

#### **2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

There were no declarations.

3. **MINUTES**

RESOLVED - That the public minutes and non-public summary of the meeting held on 23 July 2021 be approved as an accurate record.

4. **OUTSTANDING ACTIONS**

The Sub Committee considered a joint report of the Town Clerk and the Chamberlain which provided updates on outstanding actions from previous meetings.

Members highlighted recent changes to Mailchimp terms and conditions of use and ongoing concerns regarding GDPR audits/compliance and ensuring that Members were kept informed of any changes to ICO guidance

Officers agreed to provide regular updates on GDPR audits/compliance and how this risk was managed.

**RESOLVED –**

1. That the Sub-Committee notes the report.
2. That regular updates on GDPR audits/compliance and how this risk is managed are considered by this Sub Committee.

5. **FORWARD PLAN - SEPTEMBER 2021**

The Sub Committee considered a report of the Chief Operating Officer listing items of business or future meetings. Officers drew the Sub Committee's attention to the IT Priorities Plan which was for 2022/23 (not 2021/22)

RESOLVED – That the report be noted.

6. **WEB SITE REVIEW AND DEEP DIVE**

The Sub Committee considered a report of the Town Clerk updating Members on the action being taken to address teething issues following the launch of the new CoL website.

In response to questions and comments from Members, Officers advised that the link to Councillors information was now accessible from the home page but there were ongoing issues with poor search results which were being addressed. The key information on Councillors had evolved over time and editorial content could be altered quickly. However developmental issues took longer to resolve although efforts had been made to reduce the number of pages and also information that was no longer relevant. Officers gave assurances that issues raised would be pursued and encourages Members to flag any concerns so that these could be addressed.

RESOLVED – That the report be noted.

7. **DATA PROTECTION - 2020 ANNUAL REPORT**

The Sub Committee considered a report of the Comptroller regarding compliance with Data Protection requirements.

Members were concerned that a two-stage authentication process was not used and the potential risks of data breaches from lost or stolen devices. It was also suggested that future annual reports should specify which areas of legislation were applicable to provide the Sub Committee with assurances that all issues were addressed.

The Deputy Chairman requested a comparative analysis/benchmarking data for

- measuring engagement with the public/partners
- collecting and responding to feedback

In response, Officers stated that as soon as devices were reported lost/stolen they were disabled and newer devices made two-step authentication redundant. Officers were happy to develop a digital engagement dashboard and this item would be added to the outstanding actions report and the forward plan.

RESOLVED –

1. That the report be noted.
2. That Officers develop a digital engagement dashboard and add this item to outstanding actions and add to the forward plan.

8. **FREEDOM OF INFORMATION ACT/ENVIRONMENTAL INFORMATION REGULATIONS - 2020 ANNUAL REPORT**

The Sub Committee considered a report of the Comptroller regarding compliance with Freedom of Information Act and Environmental Information Regulations requirements.

Member suggested that future annual reports should specify which areas of legislation were applicable to provide the Sub Committee with assurances that all issues were addressed.

RESOLVED - That the report be noted.

9. **SOCIAL VALUE UPDATE**

The Committee considered a report of the Chief Operating Officer outlining the key tasks from the Social Value Workstream of the IT managed service contract with Agilisys.

In response to observations from Members, Officers reported that Social Value commitments fed into the overarching Digital Skills Strategy. Members also suggested that in order to avoid duplication, the Procurement Sub Committee should have the overall lead on social value in contracts.

Officers reiterated that this update was provided to Members as part of the Agilisys IT managed contract and the Chairman suggested that future updates should be on an exception basis only.

RESOLVED –

1. That the report be noted.
2. That future updates are provided on an exception basis only.

10. **MODERN.GOV APP PILOT EVALUATION**

The Sub Committee considered a report of the Chief Operating Officer presenting the findings from the Modern.Gov app.

Members discussed this report at length and the Deputy Chairman urged members to embrace digitisation which would create environmental and financial benefits. It was suggested that Option 7a should be supported in principle whilst recognising the resources and work required to support this huge transformational change.

The Deputy Chairman stated that if there was a consensus among Members to accelerate change, the tools and challenges to drive this should be identified as the new cohort of Members elected in March 2022 was the ideal opportunity to bring about change by embracing digitisation. These sentiments were echoed by other Members.

Officers reported that Modern.Gov had national and regional user forums and that Civica had been very responsive in addressing issues with app functionality including glitches with publishing papers to the app. An extranet pilot was also being rolled out to test access to committee papers where connectivity was an issue. However, at present, confidential papers could not be viewed via the Modern.Gov app.

Officers were having discussions with Civica about the democracy pages so that the branding was consistent with the wider CoL branding. Taking into consideration the past 18 months where meetings papers had been available electronically only for the most part, now was a good opportunity to collaborate with IT and maintain the momentum for driving for paper free meetings and promoting uptake of the Modern.Gov app.

The Deputy Chairman emphasised that a huge culture shift was required with full buy-in from the Sub Committee and the Policy and Resources Committee. The Chairman also stated that a clear presentation of costs versus benefits was required to inform the aspirations/vision and inclusive solutions and broad support for digitisation.

Some members had reservations about being too prescriptive as there would always be occasions when hard copies of papers were required and there would be negligible change in the short term.

The following comments/suggestions were made:

- Establishing a Member focus group to create a digitisation roadmap.
- Anecdotal evidence on the experiences of other Local Authorities which had paperfree meetings was requested.
- An improved digital offer and appropriate training were key to getting members on board.
- What resources were required to progress this major transformation

Officers stated that the debate had been informative and also highlighted the challenges before Members. Thus far, feedback on the Modern.Gov app had been broadly positive and Officers would continue to work collaboratively to progress the digitisation agenda notwithstanding these challenges. Officers were supportive of Option 7a, subject to evidence to justify this course of action.

RESOLVED –

1. That the report be noted.
2. That members support Option 7a, a move towards paperless committee meetings in principle, supported by the Modern.Gov app.
3. That a report including a clear presentation of costs versus benefits and challenges to digitisation be presented to the Sub Committee.

#### 11. **IT CORPORATE RISKS AND RISK APPETITE DEEP DIVE**

The Sub Committee considered a report of the Chief Operating Officer reviewing the 2 critical corporate IT risks.

RESOLVED –

1. That the report is noted.
2. That the following statement describing the Sub Committee's appetite for risk be approved:

*“The City Corporation will minimise unnecessary risk and manage residual risk to a level commensurate with its status as a public body so that:*

- *The risks have been properly identified and assessed.*
- *The risks will be appropriately managed, including the taking of appropriate actions and the regular review of risk(s).*

*The City of London Corporation will also positively decide to take risks in pursuit of its strategic aims where it has sufficient assurances that the potential benefits justify the level of risk to be taken.”*

**12. IT DIVISION RISK UPDATE**

The Sub Committee considered a report of the Chief Operating Officer regarding risk management.

In response to questions, Officers stated that IT budget savings would feed into the overall TOM savings and presented as a package. The proposed E5 licensing would provide enhanced security, telephony and Power BI analysis tools to all end users. However, due to the time limitations on the discounts offered, this would need to be progressed through urgency/delegated authority. Officers were happy to provide an update to the next meeting.

Officers advised that there would be full consultation with budget holders and there would be financial challenges for CoL and CoLP. The ultimate consequences and impact would be reflected in the new TOM presented by the Chief Operating Officer. Proposals would be reviewed during October 2021 prior to consideration during the next committee cycle and this would inform the Medium-Term Financial Plan.

RESOLVED –

1. That the report is noted.
2. That an update on IT budget savings be presented to the next meeting.

**13. IT DIVISION - IT SERVICE DELIVERY SUMMARY**

The Committee considered a report of the Chief Operating Officer regarding service level incidents.

RESOLVED – That the report be noted.

**14. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

There were no questions.

**15. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

There were no items of urgent business.

**16. EXCLUSION OF THE PUBLIC**

**RESOLVED** - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.

<b>Item Nos.</b>	<b>Paragraph(s) in Schedule 12A</b>
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17 - 21	3
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**17. NON-PUBLIC MINUTES**

The Sub-Committee approved the non-public minutes of the meeting held on 23 July 2021 as an accurate record.

18. **CYBER SECURITY**

The Sub Committee considered a report regarding Key Risk Indicators and Control Indicators for Cyber Security.

19. **GATEWAY REPORTS**

19.1 **In-Vehicle Audio/Video System**

The Sub Committee considered a report of the Police Commissioner regarding the provision of in-vehicle audio/video equipment.

20. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

There were no non-public questions.

21. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There was one item of non-public business.

**The meeting ended at 12.38 pm**

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Chairman

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