

DIGITAL SERVICES SUB (FINANCE) COMMITTEE

Friday, 26 March 2021

Minutes of the meeting of the Virtual Digital Services Sub (Finance) Committee held

on Friday, 26 March 2021 at 11.00 am

Present

Members:

Randall Anderson (Chairman)
Alderman Sir Peter Estlin (Deputy Chairman)
Deputy Keith Bottomley
Deputy Roger Chadwick
John Chapman
Deputy Jamie Ingham Clark
Hugh Morris
James Tumbridge
Dawn Wright

Officers:

Sean Green	- Chamberlain's Department
Carol Boswarthack	- Community & Children's Services Department
Gary Brailsford-Hart	- City of London Police
Lorraine Brook	- Town Clerk's Department
Jonathan Chapman	- Chamberlain's Department
Lorenzo Conigliaro	- City of London Police
Sarah Greenwood	- Community & Children's Services Department
Sonia Virdee	- Chamberlain's Department
Antoinette Duhaney	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Rehana Ameer and Sylvia Moys.

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

There were no declarations.

3. MINUTES OF THE PREVIOUS MEETING

RESOLVED - That the public minutes and non-public summary of the meeting held on 16 November 2020 be approved as an accurate record.

Matters arising

In response to GDPR concerns raised by Members, Officers reported that Mailchimp and Survey Monkey was used by a small number of staff and Officers undertook to circulate the legal opinion on this matter to Members.

RESOLVED – That Officers circulate the legal opinion in respect of GDPR concerns on this matter to Members.

4. **OUTSTANDING ACTIONS**

The Sub Committee considered a joint report of the Town Clerk and the Chamberlain outlining outstanding actions and targets for completion.

RESOLVED – That the Sub Committee notes the report.

5. **FORWARD PLAN - MARCH 2021**

RESOLVED – That the Sub-Committee notes the report.

6. **MODERN.GOV APP - DIGITAL ACCESS TO COMMITTEE DOCUMENTATION**

The Sub Committee considered a report of the Town Clerk looking at ways to enhance user participation at committee meetings and support paper-free ways of working for Members and Officers.

During the course of debate, the following observations were made by Members:

- The user access/interface from non-CoL devices was unpredictable;
- On some occasions, hard copies of agenda packs were required;
- It was a challenge to keep track of papers when follow up supplements were circulated in separate emails;
- Page numbering of agenda packs when viewed via the Mod.gov App were different from numbering when viewed as a pdf email for example;
- Non-public reports were not always visible.

In response to comments and questions from Members, Officers stated that once physical/hybrid meetings resumed, it would be possible to gauge the level of need for paper agenda packs. Non-public papers could be viewed via the Mod.gov app and assistance was available for any Members who were not able to view Non-public documents. At present, confidential papers were not uploaded to Mod.gov and going forward, Members would have to decide whether to upload confidential papers which could then be accessed by all Members. Settings could be adjusted easily to ensure consistency in page numbering across all platforms when viewing papers.

Although Members were encouraged by progress thus far, it was felt that:

- a) the pilot should be extended to all members including co-optees;
- b) a status update should be provided to the next meeting:
- c) the pilot should be extended beyond June 2021, if felt necessary.

RESOLVED –

1. That all current members of the Court of Common Council and Co-opted Members participate in a pilot from March to the end of June 2021 and use the Modern.gov app to view/manage all committee-related documentation.
 2. That Members provide feedback to the Committee and Member Services and IT-Technology Support Teams about their user experience by the end of June 2021.
 3. That Members attend training, where necessary, to support use of the Modern.gov app.
 4. That a status update be presented to the next Digital Services Sub Committee on 28 May 2021.
 5. That the pilot should be extended beyond June 2021, if felt necessary.
 6. That a report, setting out feedback from the pilot and an assessment of its future use from both a user and digital solution perspective, be submitted to the Digital Services Sub-Committee on 23 July 2021.
 7. That subject to the outcomes of the pilot, the Sub Committee makes recommendations to the Finance Committee and the Court of Common Council that a paper-free approach (unless by exception) by all Members and officers, in respect of access to committee papers, be adopted by March 2022.
7. **DIGITAL SERVICES STRATEGIC ROADMAP FOR THE CITY OF LONDON CORPORATION**

The Sub Committee considered a report of the Chamberlain outlining a proposed Digital Services Strategic Roadmap, developed as a coherent guide to the full digital transformation of public-facing and back office internal services.

In presenting the report, Officers advised that having reflected on the achievements of the previous strategy and building on lessons learned from the previous strategy, a new Digital Services Strategic Roadmap, informed by workshops had been developed. Officers also highlighted that Item 10C of the agenda for this meeting was presented to the Efficiency & Performance Sub Committee on 26 February 2021 and going forward, benefits accrued from the

new Digital Services Strategic Roadmap would be considered by the Efficiency & Performance Sub Committee.

Members stressed the need for feedback mechanisms to take forward the digital agenda and shape the future direction of travel.

RESOLVED – That Members

1. Approve the City of London Corporation's Digital Services Strategic Roadmap accompanying this report as the basis in principle for the digital transformation of the CoLC's services.
 2. Support the IT Director in setting the expectation amongst CoLC Officers and Members that this roadmap shall be used as a guide for any local digital transformation initiatives within their own services.
 3. Support the IT Director in setting the expectation amongst CoLC Officers and Members that the CoLC's IT Director shall be notified of any such local digital initiatives, with a collaborative approach being taken to enable the widest benefits.
 4. Note that a separate but related report will be presented on the CoLP Digital Services Strategic Roadmap which currently awaits agreement from the CoLP Senior Management Board.
8. **DIGITAL INCLUSION PROJECT - REFERENCE FROM COMMUNITY AND CHILDREN'S SERVICES COMMITTEE (5 MARCH 2021)**
The Sub Committee considered a report from the Community & Children's Services Committee regarding proposals to increase digital literacy.

Officers reported that a working group was exploring a number of measures to increase digital access for pupils including the possibility of repurposing unused CoL devices.

RESOLVED –

1. That the current activity in place to support digital inclusion for City residents and the approach set out to develop and deliver a programme of support be noted.
2. That consideration be given to donating redundant City of London Corporation laptops to Community Services sites as part of the digital inclusion project.

9.1 IT Division - IT Service Delivery Summary

The Sub Committee considered a report from the Chamberlain outlining service incidents for CoL and CoLP.

RESOLVED – That the Sub Committee notes the report.

9.2 IT Division Risk Update

The Sub Committee considered a report from the Chamberlain detailing risks and mitigation measures for the IT Division.

RESOLVED – That the Sub Committee notes the report.

9.3 An IT and Digital Roadmap for More Efficient Ways of Working

The Sub Committee considered a report from the Chamberlain outlining potential opportunities for more efficient ways of working.

RESOLVED – That the Sub Committee notes the report.

10. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE

There were no questions.

11. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items of urgent business.

12. 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.

Item No(s)	Paragraph(s) in Schedule 12A
12 – 20	3

The meeting ended at 12.21 pm

Chairman

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