

Report of the Head of Scrutiny and Member Development

Report to Scrutiny Board (City Development)

Date: 9th September 2015

Subject: Draft Terms of Reference – Inquiry into Digital Inclusion

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

1. Summary of Main Issues

Leeds City Council has an ambition to be the best council in the UK: fair, open and welcoming with an economy that is both prosperous and sustainable so all our communities are successful. The vision for Leeds 2011 – 2030 states that our vision for 2030 is that Leeds will be fair, open and welcoming with an economy that is prosperous and sustainable. Where communities will be successful and people can access support where and when it is needed and have the opportunity to get out of poverty.

At its meeting on the 17th of June 2015, the Scrutiny Board considered potential sources of work for the 2015/16 municipal year. Following consultation with Executive Board Members and representatives from City Development the Board expressed a desire to support the vision by undertaking an inquiry which would consider digital inclusion and high speed internet connectivity across Leeds.

2. Recommendation

The Scrutiny Board (City Development) is recommended to:

Note the information contained within this report, make further recommendation to update the terms of reference where necessary and agree the terms of reference for the inquiry.

Note that the terms of reference may incorporate additional information during the inquiry should the City Development Scrutiny Board identify any further scope for inquiry or request further witness or evidence.

1 Purpose of this report

1.1 This report sets out the draft terms of reference for the Scrutiny Boards inquiry into Digital Inclusion.

2. Scope of the Inquiry

2.1 The Scrutiny Board at its meeting on the 17th of June 2015 resolved to undertake an inquiry looking at Digital Inclusion. Research has identified that poverty is a barrier to internet connectivity and concern was expressed that many areas, including welfare services and access to employment are evolving to digital by default. To ensure that Leeds is an attractive proposition with regard to inward investment and to enable existing enterprise to flourish the Board also recognised the importance of a robust digital infrastructure.

2.2 The purpose of the inquiry is to make an assessment of and, where appropriate, make recommendations on the following areas:

- The city approach to reducing the digital divide and enhancing the economic prosperity of individuals and small enterprises.
- Infrastructure, internet access and connectivity across Leeds
- Improving digital literacy. The provision of education, learning and equipment to provide the necessary skills, confidence and support to embrace technologies.
- Partnership working including the co-ordination of activity, identifying what adds value and the management of practice and spend to minimise fragmentation and duplication.
- To inform the development of a Digital Inclusion Strategy that supports the city's aspirations for the citizens and communities in Leeds.

2.3 Additional guidance has been sought from Dylan Roberts, (Chief Information Officer) Lee Hemsworth (Chief Officer, Customer Access) Katie Dunlevey (Senior Economic Development Officer), Simon Brereton (Economic Development Programme Leader) and Richard Hart (Deputy Head of Service, Library and Information Services) in order to recommend areas of focus for the inquiry.

3. Desired Outcomes and Measures of Success

3.1 In conducting the Inquiry the Board wishes to reflect on the value and impact of Leeds City Council, partnerships and organisations to identify effectiveness in reducing the digital divide and promoting economic prosperity for people who live and work in Leeds. The Scrutiny Board will endeavour to establish if robust strategies, governance/partnership arrangements and high impact operational practices are in place to maximise access to technology, training and support across Leeds. The Board will also seek use intelligence gathered and the collective knowledge of all those who contribute to the inquiry to inform and support the development of a Digital Inclusion Strategy for Leeds.

3.2 It is important to consider how the Scrutiny Board will deem if their inquiry has been successful in making a difference to local people. Some measures of success may

be obvious at the initial stages of an inquiry and can be included in these terms of reference. Other measures of success may become apparent as the inquiry progresses and discussions take place.

- 3.3 Following the inquiry the Scrutiny Board will publish its report which will identify clear desired outcomes. These will be reflected in the recommendations made. The director or organisation to whom the recommendations have been made will be responsible for monitoring the impact of each recommendation and for advising the Scrutiny Board accordingly as the board reviews progress.

4. Comments of the relevant Director and Executive Member

- 4.1 In line with Scrutiny Board Procedure Rule 12.1 where a Scrutiny Board undertakes an Inquiry the Scrutiny Board shall consult with any relevant Director and Executive Member on the terms of reference.

5. Timetable for the inquiry

- 5.1 It is anticipated that the inquiry will take place between October and December 2015. The length of the inquiry and range of evidence to be collected is however subject to change by agreement of the Board.

6. Submission of evidence

Session 1 - General Introduction and the Leeds Landscape

- The Digital Divide, the variables that causes of this and the impact.
- How to close the gap. What should we aspire to achieve as a City?
- The Governments Digital Inclusion Strategy and support from DCMS
- Connectivity and infrastructure across Leeds currently and future plan. Which areas are excluded or disadvantaged.
- Leeds City Council Corporate responsibility and the need to develop a Digital Inclusion Strategy.

Session 2 and 3 – The Current Landscape - Supporting individuals and communities

- The Leeds landscape. Digital engagement of people and small enterprise by income, education, age and geographic location. What do we know?
- Understanding what support is being provided in Leeds by all sectors including the Council and an overview of known programmes and initiatives.
- Initiatives to support small enterprise including Super Connected Cities and Smart Cities.
- Identifying gaps and targeting services and resource
- Co-ordination of activity to reduce fragmentation in spending and practice
- Provision of affordable access and equipment.
- Internet access provision in public spaces and Council buildings
- Providing digital literacy skills, outreach and support
 - Signposting and promotion of what is available
 - Promoting access at an early age – what is done in schools and with parents.

- For education, employment and welfare
- For access to e-commerce, on-line discounts and e-government
- Targeting hard to reach groups, individuals who struggle to embrace technology and those with physical or cognitive impairments
- Ongoing support to promote confidence and trust in digital technology.

Session 4 – The Strategy for improvement – Supporting individuals and communities.

- Reflecting on where we are and the strategic approach to improve
- Opportunities to develop new networks and potential to use Council assets to enhance infrastructure
- Partnership, funding and governance arrangements the for delivery of schemes/support/programmes
- Monitoring outcomes and building on what works

7. Witnesses

7.1 The following witnesses have been identified as possible contributors to the Inquiry:

- Officers from City Development, Children’s Services, Citizens and Communities, Strategy and Resources, Environment and Housing.
- Elected Members
- Third Sector, Voluntary Organisations and Support Networks including the Tinder Foundation
- Small Enterprises
- Partner organisations
- Broadband and wifi providers
- Chamber of Commerce, LEP and WYCA
- Digital Technology Users

8 Corporate Considerations

8.1 Consultation and Engagement

Where the board deems it appropriate to undertake in consultation in order to conduct the inquiry or gather necessary evidence consultation could be undertaken.

8.2 Equality and Diversity / Cohesion and Integration.

- 8.2.1 Equality Improvement Priorities have been developed to ensure our legal duties are met under the Equality Act 2010. The priorities will help the council to achieve its ambition to be the best City in the UK and ensure that as a city work takes place to reduce disadvantage, discrimination and inequalities of opportunity.
- 8.2.2 Equality and diversity will be a consideration throughout the Scrutiny Inquiry and due regard will be given to equality through the use of evidence, written and verbal, outcomes from consultation and engagement activities.
- 8.2.3 The Scrutiny Board may engage and involve interested groups and individuals (both internal and external to the council) to inform recommendations.

8.2.4 Where an impact has been identified this will be reflected in the final inquiry report, post inquiry. Where a Scrutiny Board recommendation is agreed the individual, organisation or group responsible for implementation or delivery should give due regard to equality and diversity, conducting impact assessments where it is deemed appropriate.

8.3 Council Policies and City Priorities

This inquiry will assist in shaping the Digital Inclusion Strategy in 2015 and aim to reduce poverty in Leeds.

Resources and Value for Money

There is no resource or value for money implications relating to this report. At the conclusion of the inquiry any identified impact will be reported in the final inquiry report.

8.4 Legal Implications, Access to Information and Call In

None

8.5 Risk Management

There are no risk implications relating to this report. At the conclusion of the inquiry any identified risk will be reported in the final inquiry report.

8.7 Recommendations

The Scrutiny Board (City Development) is recommended to:

8.7.1 Note the information contained within this report, make further recommendation to update the terms of reference where necessary and agree the terms of reference for the inquiry.

8.7.2 Note that the terms of reference may incorporate additional information during the inquiry should the Scrutiny Board identify any further scope for inquiry or request further witness or evidence.

8.8 Background documents¹

None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.