

Council Redesign and Accessibility Review Panel

Emerging Recommendations:

1. To consider how the public realm could be used to help provide safe spaces for people to access wifi and/or computers.
2. To support the work of the Digital Inclusion Group.
3. To ensure that those people who are unable to access digital technology are able to access service in other ways and that this is monitored by the Council Redesign and Accessibility Review Panel.
4. That the Council Redesign and Accessibility Review Panel continues to meet to monitor the progress of the implementation of the Customer Relations Management System, particularly regarding the actual accessibility and ease of use of the systems for our customers, to act as 'critical friend' and ensure that the project meets its anticipated outcomes.

It is recommended that the Panel agree their recommendations to inform an Interim Report which will be circulated to the Panel via email for consideration based on their discussions and then submitted to the next available Overview and Scrutiny Board for sign off.