

OVERVIEW & SCRUTINY COMMITTEE 31 JANUARY 2019

Report title: Accessibility of Council Digital Services Scrutiny Commission Update

Wards: All

Portfolio: Cabinet Member for the Voluntary Sector, Partnerships and Community Safety (Job Share): Councillor Mohammed Seedat / Councillor Jim Dickson

Report Authorised by: Christina Thompson: Acting Strategic Director for Corporate Resources

Contact for enquiries: Matt Cooper, Senior ICT Manager (Client Services), Customer Services and ICT, 0207 926 3149, mcooper2@lambeth.gov.uk

Report summary

This report presents the first action plan update in relation to the Accessibility of Council Digital Services Scrutiny Commission, which reported to Cabinet in March 2018.

Finance summary

None arising from this report, but to note an impending capital bid for 'Digital Strategy' which will support further delivery of these recommendations.

Recommendations

1. That the committee notes the update on progress against the commission's recommendations (Appendix 1).

1. CONTEXT

- 1.1 The Accessibility of Council Digital Services Commission was established in early 2016 following the submission of a proposal by Councillor Christopher Wellbelove and former Councillor Marsha de Cordova, who co-chaired the Commission. This was approved by the Overview & Scrutiny Chair and Vice Chairs soon after, whereupon a third Member – former Councillor Robert Hill – was appointed.
- 1.2 The Commission's key aims were to investigate how well Lambeth performs with regards to meeting accessibility standards and make recommendations for further development in order that the borough's digital service provision is seen as the gold standard.
- 1.3 The Commission held six meetings over an 18 month period. This began with a briefing with officers to explore the activity being undertaken on digital accessibility; the web content accessibility rating framework; the vast array of Lambeth digital platforms which existed and the issues this posed; and the value the Commission could add both through Members' expertise and by providing links with service users. Members went on to look at the website style guide and emerging benchmarking data, as well as feeding in their views to influence the development of the council's website and the plans for extensive user testing to provide comprehensive feedback on the strengths and weaknesses of the site in terms of accessibility.
- 1.4 In addition to this the Commission conducted visits to a local library and housing office to see first-hand the barriers faced by those with specific access requirements, and held a meeting with two Lambeth staff members with sensory impairments to receive feedback on the accessibility of the council's intranet and internet sites, and internal systems.
- 1.5 In response to the evidence gathered, the Commission compiled a report with 18 recommendations. The report was considered by Cabinet in March 2018 along with an action plan outlining responses to the recommendations made, and an Equalities Impact Assessment.
- 1.6 This is the first review report against the Digital Accessibility aspect of the 2018 Accessibility Commission report. The updates are in the attached action plan document (Appendix 1).

Digital Strategy

- 1.7 These activities will fall under the upcoming Digital Strategy, due for clearance in February

2. PROPOSAL AND REASONS

- 2.1 This is an update report only.

3. FINANCE

- 3.1 No financial implications for this update report

4. LEGAL AND DEMOCRACY

- 4.1 No legal implications for this update report

5. CONSULTATION AND CO-PRODUCTION

- 5.1 This is an update report following previous consultation during the scrutiny commission. Further consultation undertaken is outlined in the document

6. RISK MANAGEMENT

6.1 No new risks have been highlighted for this update report

7. EQUALITIES IMPACT ASSESSMENT

7.1 No new EIA undertaken for this update report

8. COMMUNITY SAFETY

8.1 No implications for this update report

9. ORGANISATIONAL IMPLICATIONS

9.1 No new implications for this update report

10. TIMETABLE FOR IMPLEMENTATION

10.1 Timetable for this update is as per the original document. An updated timetable will be released for the new Digital Strategy once agreed, in terms of meeting requirements of this report.

AUDIT TRAIL				
Consultation				
Name/Position	Lambeth directorate / department or partner	Date Sent	Date Received	Comments in paragraph:
Councillor Mohamed Seedat	Cabinet Member for the Voluntary Sector, Partnerships & Community Safety (Job Share)	22.01.19	22.01.19	
Councillor Jim Dickson	Cabinet Member for the Voluntary Sector, Partnerships & Community Safety (Job Share)	22.01.19	22.01.19	
Christina Thompson, Acting Strategic Director	Corporate Resources	11.01.19	21.01.19	
Christina Thompson, Finance	Corporate Resources	11.01.19	21.01.19	
Alison McKane, Legal Services	Corporate Resources	11.01.19	21.01.19	
Dean Shoesmith, Director HR and OD	Corporate Resources	11.01.19	21.01.19	7
Gary O'Key, Democratic Services	Corporate Resources	11.01.19	dd.mm.yy	
Paul Wickens, Acting Director Customer Services and ICT	Corporate Resources	11.01.19	12.09.19	

REPORT HISTORY	
Original discussion with Cabinet Member	
Report deadline	21.01.19
Date final report sent	22.01.19
Part II Exempt from Disclosure/confidential accompanying report?	No
Key decision report	No
Date first appeared on forward plan	N/A
Key decision reasons	N/A
Background information	<u>Accessibility of Council Digital Services Scrutiny Commission (Cabinet, March 2018)</u>
Appendices	Appendix 1 – Accessibility of Council Digital Services Scrutiny Commission Action Plan Update (Jan 2019)

