

## **Update from Councillor John Wyllie, Chairman of Overview and Scrutiny Committee**

The Overview and Scrutiny Committee met on 22<sup>nd</sup> March 2022.

There were presentations on Digital Exclusion by Herts County Council and Community Action Dacorum, then a discussion took place on how best to progress 'Digital by Default' at East Herts, the Committee stressed that those who do not or are not able to use the internet must not be excluded from service access. The Committee resolved that:

- (A) the Executive be advised that there should be a policy objective that, whilst the Council was encouraging as many people as possible to use online services, the Council should permanently make allowance and arrangements for people who were not able to access digital services; and
- (B) Officers look into the potential for maximising the number of digital interactions and maximising the use of e-accounts, metrics information be made available and a conversation be had regarding phone systems going forward and Officers progress the introduction of a centralised CRM system.

There was a discussion on the Street Cleansing Contract and various observations and comments were made.

The Waste Shared Services Report was reviewed and commented on.

It was agreed that the Rapid Review of Housing Affordability in the District would be looked at after the Housing Strategy had been through Full Council