

Briefing note

To: Finance and Corporate Services Scrutiny Board (1)

Date: 11th January 2022

Subject: Coventry Connects – Digital Inclusion

1 Purpose of the Note

1.1 In January 2022 initial information was shared with the Finance and Corporate Services Scrutiny Board on the emerging thinking around Coventry Connects. The briefing introduced a number of different themes which would change the organisations approach to engagement with residents and identified digital inclusion as a specific programme focus. Finance and Corporate Services Scrutiny Board requested an update on the digital inclusion element of Coventry Connects at the meeting scheduled for January 2022.

2 Recommendations

2.1 Finance and Corporate Services Scrutiny Board note the progress to date and future plans, including opportunities for engagement with scrutiny, for the digital inclusion workstream to enhance the lives of the City's residents through greater use of technology.

3 Background and Information

3.1 The Board will receive a presentation at their meeting on 11th January which will highlight the approach that has been taken in relation to the digital inclusion agenda and provide some examples of the projects that are currently progressing.

Adrienne Bellingeri Head of Customer Service

02476 971045