

EAST RENFREWSHIRE COUNCIL  
AUDIT AND SCRUTINY COMMITTEE

20 February 2025

Report by Clerk

TACKLING DIGITAL EXCLUSION  
CLARIFICATION

**PURPOSE OF REPORT**

1. To summarise the clarification received and circulated on queries raised at the meeting of the Committee on 21 November on tackling digital exclusion, arising from consideration of comments on a national External Audit report on this issue.

**RECOMMENDATION**

2. It is recommended that the Committee notes the position.

**REPORT**

3. In June 2022, it was agreed to implement recommendations made by the Committee in April 2022 arising from its self-evaluation.

4. One of the self-evaluation observations made was that, when queries on reports are raised at meetings, it is not always possible for answers to be provided at the meeting itself. Although the provision of clarification or assurances subsequently was considered acceptable, it was agreed, in the interests of transparency, that the Clerk should submit a summary of clarification received and circulated to the next meeting.

5. A related observation endorsed by the Committee in June 2022 and highlighted subsequently, was that it is useful, where possible, for Members to alert the Clerk or Chair in advance to issues they wish to raise at meetings. This is with a view to helping to ensure that answers can be requested, prepared and made available to the Committee where possible at its meetings, also in the interests of transparency. Members of the Committee are therefore encouraged to alert the Clerk or Chair to issues in advance to the extent possible.

6. Clarification provided on queries raised at the meeting on 21 November 2024 on tackling digital exclusion, arising from consideration of comments on a national External Audit report on this issue, which has already been circulated through correspondence, is provided in Appendix 1.

**RECOMMENDATION**

7. It is recommended that the Committee notes the position.

Local Government Access to Information Act 1985

Report Author: Linda Hutchison, Clerk to the Committee (Tel. No. 0141 577 8388)  
e-mail: [linda.hutchison@eastrenfrewshire.gov.uk](mailto:linda.hutchison@eastrenfrewshire.gov.uk)

Background Papers:-

1. Audit and Scrutiny Committee Agenda – 21 November 2024:-  
[Item 09 Tackling Digital Exclusion](#)

## CLARIFICATION SOUGHT AND CIRCULATED

DATE OF MEETING	ITEM AND ISSUE(S) RAISED	CLARIFICATION
21 Nov 2024	<p data-bbox="409 488 745 517"><a href="#">Tackling Digital Exclusion</a></p> <p data-bbox="409 555 1039 687">Further to discussions on a national External Audit report on <i>Tackling Digital Exclusion</i>, it was agreed that the Head of Communities and Transformation would:-</p> <p data-bbox="409 724 1039 1294">(i) provide further clarification on the approximate number of people taking advantage of digital literacy training available;</p> <p data-bbox="409 895 1039 1094">(ii) relay to those developing a leaflet on on-line scams, a view expressed regarding the importance of ensuring that the font size was of a sufficient scale for ease of reading, and in due course circulate a copy of the leaflet to Elected Members; and</p> <p data-bbox="409 1131 1039 1294">(iii) pass on to the East Renfrewshire Digital Inclusion Partnership, a suggestion made to consider exploring the recycling of mobile phones for use to help reduce social isolation.</p>	<p data-bbox="1068 488 2085 549">In summary, the Head of Communities and Transformation Business provided feedback on these issues as follow:-</p> <ul data-bbox="1068 603 2107 1134" style="list-style-type: none"> <li data-bbox="1068 603 1939 632">• The total number trained in digital inclusion since 2021 is 1,956.</li> <li data-bbox="1068 668 2096 831">• In collaboration with Partnership members, the ER Digital Inclusion leaflet is being updated and revised in line with the Council's <i>Inclusive &amp; Accessible Communications: Good Practice Guidance</i> and <a href="http://www.plainenglish.co.uk">www.plainenglish.co.uk</a>, with a view to it being approved at the Partnership meeting on 19 March. It will be shared with Elected Members.</li> <li data-bbox="1068 868 2107 1134">• No members of the Partnership currently operate a recycling scheme for mobile phones, but libraries are keen to offer this service (they already recycle used batteries). In Glasgow, a recycling scheme for phones, laptops and home electronics operates in Partick Library and enquiries are being made about how that scheme works. The Black Door Shop (a group of community volunteers operating from Orchardhill Parish Church, Giffnock) have recently started accepting laptops which are re-purposed and provided to students living in East Renfrewshire.</li> </ul>

BLANK PAGE