Hackney

	Item No
Scrutiny Panel **11 March 2026** **Item 5 – Digital and Data Management Strategies for Hackney Council**	**5**

OUTLINE

Scrutiny Panel is keen to understand how AI and automation will be used by the Council to deliver on its objective to equip staff with the skills and technology needed to improve services for residents.

The Digital Strategy 2025-28 was adopted in October 2025, which includes commitments to utilise AI and automation to improve processes and support staff to carry out their roles more effectively.

Purpose

The purpose of this discussion is to understand the following:

1. The vision and key principles for the utilisation of AI and automation, and how this relates to the wider delivery of the Digital Strategy
2. Review the governance and decision-making arrangements in place to ensure the safe and ethical deployment of AI and automation
3. Understand how residents and staff will benefit from services that have been transformed by AI and automation and the provisions to ensure the use of AI and automation is responsible.

Report in the agenda:

Background reports and presentations to support this discussion are noted below.

- A Digital Strategy for Hackney 2025-2028
- Use of AI and Automation Presentation *(to follow)*

Invited Guests

London Borough of Hackney

- Cllr Rob Chapman, Cabinet Member for Finance, Insourcing and Customer Service
- Naeem Ahmed, Group Director Finance and Corporate Resources
- Rehana Ramesh, Director ICT, Digital & Customer Services
- Opama Khan, Assistant Director ICT & Workplace Services

ACTION

Scrutiny Panel is requested to consider the reports, presentation and to ask questions.