PERTH AND KINROSS COUNCIL

Strategic Policy and Resources Committee

30 November 2016

Perth and Kinross Council Digital Strategy 2016-20

Report by Depute Chief Executive (Corporate & Community Development Services) and Chief Operating Officer

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PURPOSE OF REPORT
This report recommends approval of the attached Digital Strategy and related Development Plan for the Council.

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1. INTRODUCTION

1.1 The Council's Digital Strategy recognises the importance of ICT (Information and Communication Technology) as an enabler for organisational transformation. It articulates the Council's aim of growing a digital culture which puts the citizen at the centre of our service design and exploits digital technologies and information to deliver more efficient, personalised and integrated services.

1.2 The Digital Strategy and related Development Plan (Appendices 1 & 2) were considered by the Modernising Governance Member/Officer Working Group on the 26 October 2016 (Report No. G/16/226 refers).

1.3 The Digital Strategy focusses on three key areas:

- Our ICT Principles: establishing a core of organisational standards to underpin digital improvement and infrastructure development
- The Customer Experience: putting the citizen at the centre of our digital planning to make more of our services available on an anytime, anywhere basis
- Online by Design and Making us Mobile: moving more services and transactions online, to reduce cost and free up resources to target support where it is most needed and enabling more of our staff to work out in the communities that use our services.

2. BACKGROUND

2.1 In 2014, the Council engaged external expertise to evaluate its readiness to implement the Scottish Government's vision for local government ICT.

2.2 A refreshed Digital Strategy for the Council has subsequently evolved as the organisation embraces transformational change and champions new opportunities for interacting with citizens and partners via digital and mobile technologies. This Digital Strategy is not a roadmap for technical projects. Rather it outlines how the Council is going to use technology over the next four years to help deliver our strategic ambitions.

2.3 In early 2016, Perth & Kinross Council joined with Angus Council and Dundee City Council in inviting the Scottish Government Digital Transformation Service (DTS) to carry out an assessment of each organisation's digital maturity and service delivery capability. This took the form of two interactive workshops within each organisation; involving a cross section of staff to provide a snapshot of how well the organisation currently uses digital approaches to deliver services.

2.4 The DTS feedback in September 2016, following this Assessment, recommended that the Digital Strategy should be promoted as a platform for engaging all stakeholders, to develop the Council into a digital organisation.

3. DIGITAL STRATEGY 2016 – 2020

3.1 The Digital Strategy is intended to facilitate and support:

- A more fundamental, whole-Council approach to transformation to deliver both savings and better services, including channel shift (moving more services online) and making our workforce more mobile.
- Improved opportunities for interaction with our stakeholders, including citizens, learners, public sector peers and partners, visitors to Perth and Kinross, businesses and the Scottish and UK Governments. Increasingly, these groups want to receive and share information electronically. Many of our citizens have internet enabled devices and want to use these to engage with the Council online, 24/7.
- Alignment with national direction, which is driving more services online, to improve citizen choice and reduce delivery costs.
- Taking more services out into the communities we serve. By making our workforce more mobile, we also reduce our office and carbon footprints and enhance employee work/life balance.

3.2 The Digital Strategy (Appendix 1) and the Digital Strategy Development Plan (Appendix 2) align with and support the approved Council Transformation Strategy 2015-20 (Report No. 15/292 refers).

3.3 An ICT Transformation Board, which includes representation from staff across Services and corporate functions, is already in place to provide governance around delivery of the Digital Strategy and to monitor progress against the Digital Strategy Development Plan.

4. CONCLUSIONS AND RECOMMENDATIONS

It is recommended that the Strategic Policy and Resources Committee:

a) approve the proposed Digital Strategy (attached as Appendix 1); and
b) approve the proposed Digital Strategy Development Plan (attached as Appendix 2).

Author(s)

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1.   **IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION**

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	**Yes**
Corporate Plan	**Yes**
Resource Implications	
Financial	**No**
Workforce	**No**
Asset Management (land, property, IST)	**No**
Assessments	
Equality Impact Assessment	**Yes**
Strategic Environmental Assessment	**Yes**
Sustainability (community, economic, environmental)	**No**
Legal and Governance	**No**
Risk	**No**
Consultation	
Internal	**Yes**
External	**Yes**
Communication	
Communications Plan	**No**

1.   **Strategic Implications**

Community Plan / Single Outcome Agreement

1.1   ICT is an important enabler to facilitate the delivery of national and local outcomes.

Corporate Plan

1.2   ICT is important to the advancement of the Council's Corporate Plan objectives.

2.   **Resource Implications**

Financial

2.1   There are no financial implications arising directly from this report.

Workforce

2.2   There are no workforce implications arising directly from this report.

<u>Asset Management (land, property, IT)</u>

2.3   There are no Asset Management implications arising directly from this report.

3.   Assessments

<u>Equality Impact Assessment</u>

3.1   Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties. The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

        (i)   Assessed as **not relevant** for the purposes of EqIA.

<u>Strategic Environmental Assessment</u>

3.2   The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.
        However, no action is required as the Act does not apply to the matters presented in this report.

<u>Sustainability</u>

3.3   n/a

4.   Consultation

<u>Internal</u>

4.1   Heads of Service; the Executive Officer Team; Service Senior Management Teams; key system owners; IT Service staff; and staff, via a customer satisfaction survey, have been consulted in the development of the Strategy. The Executive Officer Team and Service Senior Management Teams have been consulted in the development of this Report.

<u>External</u>

4.2   Scottish Government Digital Transformation Service via a Digital Maturity Modelling Assessment. This entailed a review of the Council's current digital state to identify opportunities for, and realisation of, digital transformation. Assessment workshops were attended by a cross-section of staff and with the aim of providing a snapshot in time of how well the Council currently uses digital to deliver services.

5.   **BACKGROUND PAPERS**

- Scotland's Digital Future – Delivery of Public Services [September 2012]
- Local Government ICT Strategy: Delivering Better Services for Communities [January 2013]
- UK Government Policy Paper: Policy paper - Government Digital Strategy [Dec 2013]

6.   **APPENDICES**

- Appendix 1: Perth and Kinross Council Digital Strategy
- Appendix 2: Digital Strategy Development Plan