

CABINET - 12TH MAY 2016

Report of the Head of Benefits Revenues and Customer Services Lead Member: Councillor Tom Barkley

Part A

ITEM 8 INFORMATION AND COMMUNICATION TECHNOLOGY STRATEGY 2016 - 2021

Purpose of Report

This report presents the proposed Information and Communication Technology (ICT) Strategy for the period 2016-2020 together with an associated 'roadmap' which sets out an indicative timeline of the principal actions required to deliver the Strategy.

Recommendation

That the ICT Strategy 2016-21 and associated principal actions, attached as an Appendix, be approved.

Reason

To identify the priorities against which the Council will seek to maintain and enhance its ICT capabilities over the period 2016/17 to 2020/21.

Policy Justification and Previous Decisions

The Council's previous ICT strategy (known as the Transformational Government Strategy) has expired so it is therefore clear that a new strategy is overdue. Whilst there is no statutory requirement for the publication of an ICT strategy it is seen as good practice. This reflects that ICT is a key element within the Council's existing service delivery mechanisms and a major enabler in delivering significant aspects of the current Corporate Plan (Corporate Plan 2016 – 2020).

Specifically, Theme 3 of the 2016 – 2020 Corporate Plan states that the Council will deliver excellent services, by improving the ways in which our customers can access our services and continuously looking for ways in which we can deliver services more efficiently.

Implementation Timetable including Future Decisions and Scrutiny

The strategy will be implemented over the financial years 2016/17 to 2020/21. An indicative 'roadmap' setting out the principal actions required is included within the Strategy document.

Report Implications

The following implications have been identified for this report.

Financial Implications

There are no direct financial implications from the Strategy itself. Actions arising from the implementation of the Strategy will be financed from within existing budgets or, where funding is required from capital reserves or the Reinvestment Reserve, will be subject to separate decision making processes and approvals in line with financial procedures

Risk Management

The decision Cabinet is asked to make and proposed actions to mitigate those risks are set out in the table below.

Risk Identified	Likelihood	Impact	Risk Management Actions Planned
Failure to meet identified actions if resources and cross-council service engagement is not achieved	Possible	Minor	Senior Officer involvement in the implementation of the Strategy through: <ul style="list-style-type: none">• ICT steering group of Senior Officers created as part of the Strategy;• Implementation will be planned in conjunction with the Customer Service Programme

Key Decision:

No

Background Papers:

None

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Part B

Background

1. Information and Communications Technology is integral to the way that the Council delivers its services. Going forward, ICT will be the key enabler in increasing the Council's ability to operate as a 'digital' council, which will allow customers to access services on-line at a time and place to suit them and efficiencies to be created, as more and more business processes are automated. These future aspirations are set out within the Council's recently adopted Corporate Plan covering the financial years 2016 – 2020.
2. Alongside the aspirations articulated within the Corporate Plan, the Council faces a number of other challenges in the medium term, including those of reductions in government funding, the impact of widely available new technologies and methods of communication (such as smart phones and social media), and ensuring that an appropriate balance between data sharing and data security is achieved.
3. This ICT Strategy therefore seeks to identify the aspirations of the Corporate Plan and key challenges facing the Council from an ICT perspective, and sets out a set of broad thematic actions that will deliver ICT capabilities required to address these.
4. The operation of ICT is pervasive across the Council and the implications of this Strategy for the organisation are far wider than just the team of ICT professionals. Inevitably, some of the content of the Strategy is somewhat technical in nature but it does aim to show its potential impact on the Council's customers, partners and staff.
5. The ICT Strategy is presented as an appendix to this report.

Appendix – ICT Strategy 2016 – 2021

