

## OVERVIEW & SCRUTINY COMMITTEE

CHAIRMAN: Cllr Mike Haines

EXECUTIVE PORTFOLIO-HOLDER: Cllr John Goodey

**DATE:** 4 February 2019

**REPORT OF:** Kay O'Flaherty (Business Improvement & Development Team Leader) and Cllr John Goodey (Portfolio Holder for Community Neighbourhoods)

**SUBJECT:** Digital First @Teignbridge

### PART I

#### RECOMMENDATION

The Committee is recommended to note this report.

#### 1. PURPOSE

To share the new digital strategy with Members.

The digital strategy, Digital First @ Teignbridge (appendix A) provides an overarching view of how we will work in the future to provide access to our services. The new strategy covers three key areas: customer access, creating a digitally empowered workforce and a robust technical supporting framework. It aims to deliver the same services more efficiently, at less cost, in the way that the majority of customers prefer to transact, 24/7.

#### 2. BACKGROUND

The digital strategy replaces the previous Access to Services strategy, which was never shared with Full Council. The intention is to share the new digital strategy with Members, gain their approval and support, and enable them to be advocates of new ways of accessing services.

We recognise that not everyone will be able to access our digital services so will ensure that we promote the different ways that customers can obtain the support they need to help them do so. By moving those who can to digital self-service channels we can direct our remaining resources to help vulnerable customers or those with more complex queries.

## **TEIGNBRIDGE DISTRICT COUNCIL**

The early work carried out as part of the new digital strategy has produced some real successes; Teignbridge is 'ahead of the game' in joined up, end-to-end digital service delivery in the South West, and is also achieving some recognition at a national level.

Digital First @Teignbridge has been brought together following in depth research into best practice, consultation with colleagues and wider digital champions across the authority. It incorporates what has already been agreed through the One Teignbridge Transformation programme and includes wider initiatives that are monitored through the Council Strategy reporting mechanism.

### **Next Steps**

Continuing to deliver successful outcomes relies on critical collaborative work with Strata as our delivery partner; and adequate budgetary provision is essential for future technical development.

Working in partnership with Strata we will develop an ICT roadmap that helps to identify future technological innovations that will support a 'next generation' council.

It is important to explore a range of opportunities when identifying funding for initiatives that deliver the digital vision. By considering options such as the Strata convergence plan, developing individual business cases that identify suitable savings or by taking advantage of external funding opportunities, it will be possible to maximise funding potential.

### **3. MAIN IMPLICATIONS**

There are no implications to consider on this matter.

### **4. GROUPS TO BE CONSULTED**

n/a

### **5. WITNESSES TO BE CALLED**

n/a

### **6. TIME-SCALE**

The timescale for delivery is 3-5 years, after which time the strategy will be reviewed to ensure it is fit for purpose after this date.

### **7. CONCLUSION**

**TEIGNBRIDGE DISTRICT COUNCIL**

O&S to adopt and support the strategy.

Members advocate using digital services and promote a digital first approach to customers.

**Kay O'Flaherty**  
**Business Improvement & Development**  
**Team Leader**

**Cllr John Goodey**  
**Portfolio-Holder for Community**  
**Neighbourhoods**

<b>Wards affected</b>	All
<b>Contact for any more information</b>	Kay O'Flaherty 01626 215002
<b>Background Papers (For Part I reports only)</b>	
<b>Key Decision</b>	N
<b>In Forward Plan</b>	Y
<b>In O&amp;S Work Programme</b>	N
<b>Community Impact Assessment attached:</b>	Y
<b>Appendices attached:</b>	A Digital Strategy