

TEIGNBRIDGE DISTRICT COUNCIL

EXECUTIVE

LEADER: Cllr Jeremy Christophers

PORTFOLIO HOLDER: Cllr John Goodey

DATE: 9 April 2019

REPORT OF: Business Improvement & Development Team

SUBJECT: Digital Strategy

PART I

RECOMMENDATIONS

The Executive is recommended to

Resolve

That The Committee is recommended to approve the Digital Strategy.

1. PURPOSE

To share the new digital strategy with Executive 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

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channels we can direct our remaining resources to help vulnerable customers or those with more complex queries.

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 SLT, CMT 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.

3. MAIN IMPLICATIONS

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.

4. GROUPS CONSULTED

The report was taken to Overview & Scrutiny on 4 February 2019.

5. 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.

6. JUSTIFICATION

The strategy sets out how we will provide access to services in the future.

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7. DATE OF IMPLEMENTATION (CONFIRMATION OF DECISION SUBJECT TO CALL-IN)

10.00 a.m. on 16 April 2019.

Kay O'Flaherty
BID Team Leader

Cllr John Goodey
Portfolio Holder for Community
Neighbourhoods

BELOW TO BE FILLED IN BY REPORT AUTHOR:

Wards affected	All
Contact for any more information	Kay O'Flaherty
Background Papers (For Part I reports only)	Digital Strategy & Business Impact Assessment
Key Decision	Y
In Forward Plan	Y
In O&S Work Programme	Y
Community Impact Assessment attached:	Y
Appendices attached:	A: Digital First@Teignbridge B: Digital Access BIA 2017