GROWTH, ENVIRONMENT AND RESOURCES SCRUTINY COMMITTEE	AGENDA ITEM No. 6
28 JUNE 2017	PUBLIC REPORT

Report of:	John Harrison, Corporate Director: Resources	
Cabinet Member(s) responsible:	Councillor David Seaton, Cabinet Member for Resources	
Contact Officer(s):	Vicki Palazon, Head of Finance (Business Operations and Development)	Tel. 01733 864104

TECHNOLOGY STRATEGY AND DIGITAL UPDATE

R E C O M M E N D A T I O N S	
FROM: John Harrison, Corporate Director: Resources	**Deadline date:** *n/a*

It is recommended that the Growth, Environment and Resources Scrutiny Committee:

1. Review and comment on the progress of delivering the Technology Strategy 2014 - 2019 and digital projects

1.   ORIGIN OF REPORT

1.1   This report has been prepared at the request of the Growth, Environment and Resources Scrutiny Committee to provide an update following the original report presented to this Committee on 6 November 2014.

2.   PURPOSE AND REASON FOR REPORT

2.1   This report provides an update on the progress of delivering the council's Technology Strategy 2014-2019 and a general digital update including delivery of £2.7m front door savings.

2.2   This report is for the Growth, Environment and Resources Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview and Scrutiny Functions, paragraph No. 2.1 Functions determined by Council - Digital Services and Information Management.

2.3   The Technology Strategy 2014 - 2019 and digital update underpin all of the corporate priorities as it enables all staff, members and citizens to use technology or digital tools in delivering council priorities where appropriate.

3.   TIMESCALES

Is this a Major Policy Item/Statutory Plan?	**NO**	If yes, date for Cabinet meeting	

4.   BACKGROUND AND KEY ISSUES

4.1   The strategy set out the council's approach to technology from 2014 to 2019. It describes how the strategic adoption of cloud platforms and digital techniques will allow the organisation to

become more citizen focused, flexible, collaborative and efficient.

4.2 The strategy has a focus on reducing applications across the estate and consolidating the current siloed approach to ICT to a more corporate level approach and ensuring departments are working collaboratively. Technology will be used to reduce friction in transactions for citizens, businesses, suppliers and partners. Use of modern technology will offer those groups the right tools to work flexibly to improve and develop new services and new opportunities for Peterborough. Key benefits will be:
• Improved customer satisfaction
• Anytime, Anywhere, Any Channel access for Citizens
• Maximum operational efficiency
• Mobility for Citizens, Members and Staff
• Greater measurement and transparency of data
• Agility, flexibility and responsiveness

4.3 Although the strategy focusses on council services and ensuring that there is a good infrastructure to support the technology, the council has also taken the opportunity to support projects with an aspiration to provide Peterborough residents and businesses with with internet connectivity. The council has already invested in the Connecting Cambridgeshire project being delivered by BT to ensure that all Peterborough residents have access to the internet and are not digitally excluded. The council has also partnered with City Fibre providing private sector investment based on their own reviews of fibre provision in the city and the opportunities this presents for them.

4.4 The Front Door project will create a new model for residents to access information and advice and to ensure they reach the right services first time. The Front Door project encourages residents to access information and services via our website first and foremost and, where that isn't practical, the telephone. It involves creating an online customer account where people can log on and access services. Practically this will result in improved information and sign-posting to available services on the council's website. The Front Door project simplifies the way our residents make bookings, payments and appointments. By making these improvements it will free up more time for vulnerable residents to receive a better quality of service. We plan to give advice and guidance in order to promote the use of these selfserve methods. An important point to make is that while digital solutions will not suit every individual, they could resolve high volumes of more basic enquiries from people who are able to, and choose to, use these methods. This will leave the council more time to focus on those who can't use digital methods or who have more complex needs. Access will also be available at community centres and libraries. Progress to date has been included in appendix 1 and will contribute to the delivery of the £2.7m savings.

4.5 There has been significant progress since the Technology Strategy 2014 - 2019 approved by Cabinet and appendix 1 provides an update of this progress and other projects that support the council's priorities and aspirations to become a giga-city and a smart city. This report does not contain an update on the work undertaken by Opportunity Peterborough on the wider digital agenda.

5. CONSULTATION

5.1 This report is an update report and therefore does not require consultation. However, as each project has been initiated appropriate consultation has been undertaken in accordance with the council's constitution.
Since 2014, updates have been provided to the Corporate Management Team and the Cabinet Member for Resources.

6. ANTICIPATED OUTCOMES OR IMPACT

6.1 It is anticipated that any comments or observations from the Committee will be fed back to the project leads of projects that are still progressing and acted upon accordingly.

7. REASON FOR THE RECOMMENDATION

7.1 The Committee has requested an update on the Technology Strategy and digital and any comments or observations in terms of reviews, improving service provision, impact on citizens or providing value for money will be reported back to relevant officers.

8. ALTERNATIVE OPTIONS CONSIDERED

8.1 The alternative option is to not present this report to the Growth, Environment and Resources Scrutiny Committee. This was rejected because input from this Committee is welcomed by the council officers involved in delivering the Technology Strategy and digital.

9. IMPLICATIONS

Financial Implications

9.1 This report is intended to provide an overview of the progress to date on delivering the Technology Strategy and digital projects, as such there are no financial implications arising as a direct result of this report.

The 2016/17 budget included savings on the front door programme of £1.5m in 2016/17 increasing to £4.2m from 2017/18. The savings were to be generated by reducing demand on high cost services by resolving queries at the first point of contact and providing self-service methods for residents, some of which would be achieved by implementing digital enablers. An update on the digital enablers has been included in appendix 1. Work is underway to quantify the savings achieved to date.

Legal Implications

9.2 This report is intended to provide an overview of the progress to date on delivering the Technology Strategy and digital projects, as such there are no legal implications arising as a direct result of this report.

Equalities Implications

9.3 This report is intended to provide an overview of the progress to date on delivering the Technology Strategy and digital projects, as such there are no equalities implications arising as a direct result of this report.

Rural Implications

9.4 This report is intended to provide an overview of the progress to date on delivering the Technology Strategy and digital projects, as such there are no rural implications arising as a direct result of this report.

10. BACKGROUND DOCUMENTS
Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

10.1 Technology Strategy 2014 - 2019

11. APPENDICES

11.1 Appendix 1 - Summary of Technology and Digital projects

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