

<b>GROWTH, ENVIRONMENT AND RESOURCES SCRUTINY COMMITTEE</b>	AGENDA ITEM No. 5
<b>10 MARCH 2021</b>	<b>PUBLIC REPORT</b>

Report of:	Sue Grace, Director of Customer Services & Digital Steve Cox, Executive Director. Place and Economy	
Cabinet Member(s) responsible:	Cllr Mohammed Farooq – Cabinet Member for Digital Services & Transformation	
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**PORTFOLIO PROGRESS REPORT - FOR THE CABINET MEMBER FOR DIGITAL SERVICES AND TRANSFORMATION**

<b>RECOMMENDATIONS</b>	
<b>FROM:</b> Cllr Mohammed Farooq, Sue Grace & Steve Cox	<b>Deadline date:</b>
It is requested that the Growth, Environment and Resources Scrutiny Committee note the contents of this report.	

**1. ORIGIN OF REPORT**

- 1.1 This report is provided to update the Growth, Environment and Resources Scrutiny Committee on the progress of the IT & Digital Strategy and the Digital City initiative.

**2. PURPOSE AND REASON FOR REPORT**

- 2.1 The report is being presented by Cllr Farooq at the request of the Growth, Environment and Resources Scrutiny Committee. The report will provide and update on the progress of the IT & Digital Strategy and the Digital City initiative.
- 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:

10. Digital Services and Information Management

- 2.4 This report sets out the progress of the IT & Digital Strategy and the Digital City initiative which support all of the Corporate Priorities and the Sustainable Community Strategy.

**3. TIMESCALES**

Is this a Major Policy Item/Statutory Plan?	<b>YES/NO</b>	If yes, date for Cabinet meeting	No
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**4. BACKGROUND AND KEY ISSUES**

- 4.1 This report provides an update on both the IT & Digital Strategy and the Digital City initiatives.

## 4.2 Digital Capabilities and the response to Covid 19

The IT & Digital Strategy approved in 2019 included a strong focus on ways of working and increasing the Digital capability across the Council. This focus has, amongst other things, supported the response of the Council to the Covid 19 outbreak in 2020. This response included services such as the Co-ordination/Community Hub, and various areas of the Public Health response, e.g. a Customer Relationship Management (CRM) system that underpins the isolation support contact centre and the Outbreak Management system.

### **The Strategy included these specific workstreams:**

- Office 365 – more than just email;
- Shared IT Infrastructure;
- Converged Business Systems;
- Shared Digital approach;
- Shared Data to inform decision making;
- An organisational Structure for 2020 and beyond.

### **Office 365 – more than just email**

This element of the strategy has been very successful and has supported the move of council staff to remote working with an exponential uptake in the use of tools such Teams for video conferencing and collaboration during 2020. The ability to collaborate with internal and external colleagues has been of inestimable value and has supported and facilitated the effective sharing of services with Cambridgeshire County Council. Further stages of adoption and exploitation of this broad set of software will be planned over the coming year but it has already provided a platform for key initiatives in the Digital and Data workstreams as well as the forementioned fundamental support for the Council's Covid 19 response.

### **Shared IT Infrastructure**

Several areas of work are being progressed under this workstream. The most notable of these is the move of the Cambridgeshire County Council and partner IT systems from Shire Hall to Sand Martin House which allows for future convergence of infrastructure as well as an income for Peterborough City Council from the hosting charges. The Data Centre has been expanded and facilities improved in readiness and some of the IT systems for partners have already been moved. More moves are planned and due to be completed by June 2021.

### **Converged Business Systems**

In line with the IT & Digital Strategy and the wider sharing of front line services in People & Communities, the two Councils now use the same IT Systems for Adults social care and Children's social care. Within the Adults system an extensive case management review has been underway which has reviewed and redesigned processes to adhere to best practice and to be standard across both Councils. This business process work will be reflected in the system and will allow for future technical convergence. Other work in underway to implement IT Systems for reablement services in PCC that have already demonstrated efficiencies for those services in Cambridgeshire. Further engagement with the Children's Services and Education directorates are also underway.

### **Shared Digital approach**

All elements to the IT & Digital Strategy underpin and support the wider digitisation of Council services and the Digital City but there are also workstreams around specifically Digital initiatives looking at key areas. Examples of these are 'Fix my street' which allows citizens to use cameras on their phones and other devices to report a problem and has aerial photography and integration into systems used by services such as Waste & Highways.

The strategy has also seen the implementation of both a new Intranet and external facing Council web site, both utilising the same technology as Cambridgeshire County Council which has both reduced costs of implementation and allowed for efficiencies in sharing and publication of content; invaluable during the Covid 19 pandemic where clear and speedy communication of information is vital. The intranets are based on Office 365 platform which has

further helped to reduce costs by avoiding the need to purchase additional software and systems.

### **Shared Data to inform decision making**

Another key area of digitisation which affects the entire City and all Citizens is around Business Intelligence, where cloud based tools (building on the Microsoft 365 platform) are being implemented to provide really powerful and accessible reporting for services. The first of these (Children's Services) is live and will be the first of many areas.

### **An organisational Structure for 2020 and beyond.**

This part of the strategy is fundamental to the ensuring that the IT & Digital services provided to Peterborough City Council supports both the current and future needs of teams, staff, Members and citizens and the approach is to have a shared IT & Digital Service to provide strength and depth in skills and experience as well as flexibility for development opportunities to support the Cloud first direction of the Council.

Key milestones in this area include the exit of the Serco Managed ICT contract in October 2020 and the appointment of the Assistant Director of IT & Digital Services in November 2020. Work in underway to create a consolidated management and team structure with the Heads of Service level part of this structure currently under consultation.

4.3

### **Digital City**

Separate from, but complementary to, the City Council's IT & Digital Strategy is the development of a Digital City Strategy. Rather than focusing on the Council's own digital infrastructure and capabilities, the Digital City Strategy will seek to ensure that the city's businesses and communities are being supported to benefit from the advantages, and overcome the challenges, that the continued digitisation of life in the 21<sup>st</sup> century presents.

The strategy will seek to cover 4 key areas:

Digital Economy – Supporting digital businesses, i.e. those whose products and services are predominantly digital in nature, to grow and succeed; and to support all other businesses to adopt and leverage digital capabilities to their advantage, improving productivity, resilience, sustainability, and competitiveness.

Digital Skills – Ensuring that Peterborough's residents have the opportunity to develop the skills they need to either work in the digital sector or within businesses that will become increasingly digitised; as well as to ensure that residents have the digital skills they need to participate in civic life.

Digital Infrastructure – Ensuring that Peterborough continues to invest in its digital infrastructure to support business growth, to attract new businesses to the city, to support the provision of digital services, and to enhance the user experience of the city for residents and visitors; and to ensure that challenges around access to digital devices and digital services that exist for some residents are addressed.

Digital Innovation – Supporting the previous three strands, and working with partners, to enable businesses to develop, test, and trial new products and services to overcome societal and environmental challenges, to raise the city's profile, and to make it a cleaner, safer, and more attractive and engaging environment for residents, visitors, businesses and investors alike.

As the city's economic development company, Opportunity Peterborough has been asked to lead on the development of the Digital City Strategy but this will require the input of stakeholders and communities from across the city in order to ensure that it necessarily takes into account the needs and concerns of those groups.

Whilst development of the strategy is in its earliest stages, work is already taking place in order to drive forward the city's digital agenda.

- Peterborough City Council is working with Connecting Cambridgeshire to build the city's gigabit network to bring public access wifi to the city centre to improve access to digital services and improve user experience.
- Opportunity Peterborough's Skills Service is working with private sector partners, including CityFibre, to support schools with access to a range of inspirational STEM-based challenges and programmes, to develop digital skills and promote digital careers.
- The city's libraries will play a key role in enabling access to the internet for all communities. This access will be hugely enhanced with the delivery of The Vine.
- Opportunity Peterborough is working with the private sector to develop a startup programme to support young entrepreneurs and early-stage digital businesses; producing a feasibility study for a digital enterprise and incubation hub; and has submitted an application for European Union funding to support the development of a programme to support businesses to adopt and leverage Industry 4.0 technologies such as 3D printing, sensors, automation, and artificial intelligence.
- And businesses in the city centre will be supported to take advantage of digital marketing and e-commerce solutions to improve competitiveness and resilience, whilst Opportunity Peterborough will optimise digital marketing to promote the city for tourism and talent attraction, and enhance the user experience of the city, as they take responsibility for the Visit Peterborough website from April.

## **5. CONSULTATION**

5.1 Not Applicable - this is an update report for information

## **6. ANTICIPATED OUTCOMES OR IMPACT**

6.1 It is anticipated that the Growth, Environment and Resources Scrutiny Committee will note the content of this report and any comments will be fed back to aid in future improvements to the services delivered.

## **7. REASON FOR THE RECOMMENDATION**

7.1 To allow scrutiny of the Portfolio of the Cabinet Member for Digital Services & Transformation.

## **8. ALTERNATIVE OPTIONS CONSIDERED**

8.1 The alternative option was to not present this report to the Growth, Environment and Resources Scrutiny Committee. This option was not taken forwards as it was important to allow clear and transparent scrutiny of these services.

## **9. IMPLICATIONS**

### **Financial Implications**

9.1 This report is to give an overview / progress update as such there are no financial implications.

### **Legal Implications**

9.2 This report is to give an overview / progress update and as such there are no direct legal implications. As regards specific projects, legal advice has been and will be sought on a case by case basis

### **Equalities Implications**

9.3 This report is to give an overview / progress update as such there are no anticipated equality implications.

### **Rural Implications**

9.4 This report is to give an overview / progress update as such there are no rural implications.

### **Carbon Impact Assessment**

9.5 This report does not contain any decisions that will have an impact on Carbon Dioxide emissions.

## **10. BACKGROUND DOCUMENTS**

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

10.1 None

## **11. APPENDICES**

11.1 There are no appendices to this Report.

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