

**ANGUS COUNCIL**

**POLICY AND RESOURCES COMMITTEE – 13 MARCH 2018**

**DIGITAL STRATEGY**

**REPORT BY MARK ARMSTRONG, STRATEGIC DIRECTOR PEOPLE**

**ABSTRACT**

This report seeks approval for the Digital Strategy for Angus Council and associated work plans.

**1. RECOMMENDATION**

It is recommended that the policy and resources committee

- (i) approve the Angus Digital Strategy, the Technology Roadmap and the Angus Digital Work Plan specified in the appendices
- (ii) instruct officers to bring forward, as required, specific reports with details and updates of the implementation programme, including any resource implications.

**2. ALIGNMENT TO THE ANGUS COMMUNITY PLAN/ SINGLE OUTCOME AGREEMENT/ CORPORATE PLAN**

This Digital Strategy contributes to and is referenced as part of the Council Plan 2017- 2022 which provides clarity on the council's statement of ambition, our key outcome priorities and how we will deliver the change that is required. The Digital Strategy contributes to the local outcomes contained within the Angus Local Outcomes Improvement Plan, Locality Plans and Council Plan.

**3. BACKGROUND**

Angus Council Plan identifies digital as a key enabler to meet the challenge of reduced resources and make improvements to services focussed on the Economy, People, Place and Council business.

**4. PROPOSALS**

The Angus Digital Strategy is a customer centric approach to ensuring that Angus Council delivers digital services so good that the customers prefer to use them, and to ensuring that support is available to those that need it.

The strategy builds on previous work under the Transforming Angus programme and supports the themes in the council plan of:

- Better : Digital Processes and Services designed with and for the customer
- Stronger: Ensuring the underpinning technology relies on high standards of Quality, Simplicity, Security, Resilience, Inclusive and Value for money
- Sustainable: Enabling those who can self-serve online and focusing support where it is needed.
- Smaller: A digital first approach with redesigned efficient council processes

The Digital strategy sets out our approach and the measures we intend to use to monitor our progress. The two accompanying schedules of the Technology Roadmap and the Angus Digital Work Plan describes the work underway and planned to support the strategy.

The Technology roadmap is a business enabler driven by council objectives. To deliver these we have mapped out what technology is required now and going forward, and have provided a planned strategy to ensure that we can maintain and advance each of the necessary components required to provide the platform for improving services.

The Angus Digital Workplan sets out the opportunity presented by Digital in the Angus Context, our approach, the guiding principles and work plan.

Projects described in the papers are reviewed and governed by the Change Programme and/or CMT. Additionally, the Digital Strategy Group provides an oversight and integration of the key digital enabling aspects of the council's change agenda. Equalities impact assessments are undertaken on all digital projects

## **5. FINANCIAL IMPLICATIONS**

There are no financial implications arising directly from this report. Any aspects of implementation of the strategy and the implementation projects described which require approval have been or will be subject to separate reports to the appropriate committee.

## **6. SIGNIFICANT INFORMATION - SCHEDULES**

Schedule 1: The Digital Strategy is available at:

[https://www.angus.gov.uk/council\\_and\\_democracy/council\\_information/digital\\_strategy\\_for\\_a\\_better\\_stronger\\_sustainable\\_and](https://www.angus.gov.uk/council_and_democracy/council_information/digital_strategy_for_a_better_stronger_sustainable_and)

Schedule 2: The Technology Roadmap describes the IT infrastructure and services that are essential to providing the necessary framework to delivering a digital council, and digital services.

Schedule 3: The Angus Digital Work Plan describes the digital redesign principles and projects to deliver a digital council and digital services.

This report and associated schedules has been compiled by Caroline Cooper who can be contacted by emailing [people@angus.gov.uk](mailto:people@angus.gov.uk).

### **List of Appendices:**

Schedule 1: Angus Council Digital Strategy at

[https://www.angus.gov.uk/council\\_and\\_democracy/council\\_information/digital\\_strategy\\_for\\_a\\_better\\_stronger\\_sustainable\\_and](https://www.angus.gov.uk/council_and_democracy/council_information/digital_strategy_for_a_better_stronger_sustainable_and)

Schedule 2: Technology Roadmap

Schedule 3: Angus Digital Work plan