ANGUS COUNCIL

ANGUS COUNCIL 10 MAY 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. The council have indicated a strong ambition to make accessibility at the centre of what we do to remove the barriers that stop people from enjoying equal access to full citizenship. This strategy and work plans reflect that ambition.

1.   RECOMMENDATION

It is recommended that the Council:

(i)   approve the Angus Digital Strategy, the Technology Roadmap and the Angus Digital Work Plan specified in the appendices; and

(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.
The Digital Strategy was previously debated at the Policy and Resources Committee in March 2018. As a result the Digital Strategy and the Digital Work plan have been significantly updated to demonstrate that accessibility is central to our plans. Officers and Members have engaged directly on the changes and this is reflected in the Schedules. The emphasis on improving accessibility may impact on timescales for implementation of change, or impact the savings which can be realised for particular initiatives. Our approach will be to continue to move as fast as we can without compromising quality and to continuously demonstrate value by stringent review of benefits.

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. Digital can be a great enabler and source of freedom for all users dependant on website and services accessibility. This is an area of importance for Angus Council and we are committed to ensuring that our services are as accessible to all as possible and follow best-practice accessibility guidelines. We engage with disabled, non-disabled and elderly people throughout website development to fully understand user requirements and ensure we produce sites that meet these.

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 design and technology relies on high standards of Quality, Accessibility, Simplicity, Security, Resilience, Usability and Value for money
- Sustainable: Enabling those who can self-serve online and focusing support where it is needed.
- Smaller: An approach which reviews and redesigns 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. Equalities impact assessments are undertaken on all projects

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.

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

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.

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

Schedule 2: Technology Roadmap
Schedule 3: Angus Digital Work plan