

**Corporate Overview and Scrutiny
Management Board**

27 January 2020



**Digital Strategy and Current ICT and
Digital Developments**

Report of Corporate Management Team

John Hewitt, Corporate Director of Resources

**Councillor Andrea Patterson, Cabinet Portfolio Holder for
Corporate Services and Rural Issues**

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 To present the Corporate Overview and Scrutiny Management Board with the Digital Strategy for the County.
- 2 To advise the Corporate Overview and Scrutiny Board of current ICT and digital developments.

Executive summary

- 3 In 2014 the Council adopted a Customer First Strategy with three core objectives:
 - To provide easy to use and effective ways for people to contact us
 - To provide responsive and customer focused services
 - To use customer feedback for learning to improve services
- 4 Since that time, and in delivery of the Customer First strategy, the Council's digital offer to its customers has seen dramatic improvement.
- 5 The Council is now delivering an ambitious programme of Transformation with the overall objectives of

- Redesigning our services to better meet our customers' needs at reduced cost to the Council
 - Helping communities become more self-reliant and resilient
 - Moving our partnership working from good to great
 - Becoming renowned for our skilled and flexible workforce and our employee engagement
- 6 Digital is central to the achievement of these transformational goals.
- 7 The new Digital Strategy sets out the Council's digital ambitions for the County. It provides a framework within which these ambitions can be delivered and aligns to the interlocking objectives of the new Council Vision and the Transformation programme.
- 8 The new strategy is set out under three main themes along with individual service specific ambitions set out by each service grouping. The three themes are:
- Digital Customer
 - Digital Organisation
 - Digital Communities
- 9 The new strategy has been designed to be presented and consumed primarily as digital document and although hard copies will be available on request, this will be an exception.
- 10 The full document can be viewed at
- <https://spark.adobe.com/page/dDYW2QYe9k6mH/>
- 11 The presentation to committee will also reference some current ICT and Digital Developments by way of an update. Relevant links are contained below. Please note some of the links are internal to the DCC network:

DCC Website Refresh Demo:

<https://wp-test.durham.gov.uk/dccprototype/>

DCC Digital Conference:

<http://intranet.durham.gov.uk/pages/DigitalConference.aspx>

Digital Durham Programme:

<https://www.digitaldurham.org/>

Recommendation(s)

12 The Corporate Overview and Scrutiny Management Board is recommended to:

- (a) note the Digital Strategy for County Durham and the current ICT and digital developments.

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Appendix 1: Implications

Legal Implications

The Digital Strategy sets out a framework for the delivery of the council's digital ambitions. Delivery within this framework will be managed within a range of project and programme environments, each with individual legal, contractual and regulatory positions.

Finance

The Digital Strategy sets out a framework for the delivery of the Council's digital ambitions. Delivery within this framework will be managed within a range of project and programme environments, each with individual financing provision, monitoring and control.

Consultation

A public consultation exercise on the Council's digital ambitions was undertaken in November 2018. The results of this exercise were to define the position taken in the strategy document.

Equality and Diversity / Public Sector Equality Duty

The proposed digital strategy will have a positive impact across the protected characteristics in terms of widening choice of access and communication channels and will positively contribute to our public sector equality duty. Impact is likely to be particularly positive in terms of age (younger) and for some disabled people. There is potential disproportionate negative impact in terms of age (older), some disabled people and gender (both men and women) who may be more likely to experience digital exclusion. Availability through traditional contact methods, for example telephone and face to face will continue to be available, also, customer support in the use of digital channels and staff training will mitigate any negative impact. Furthermore, providing alternative channels for those that wish to use them will allow us more time to spend with those that need to contact us face to face and through the telephone. Reasonable adjustments will be made for disabled service users, customers and staff where appropriate and in line with our duty under the Equality Act 2010.

Climate Change

There are no direct impacts on climate change from the adoption of the digital strategy, however digital tools can be used to increase and enhance communication and thereby reduce mileage in travelling for business purposes. Better use of data has potential to help services plan travel needs better, potentially reducing transport emissions.

Human Rights

Not applicable.

Crime and Disorder

Not Applicable.

Staffing

Not Applicable.

Accommodation

Not Applicable.

Risk

Not Applicable.

Procurement

Not Applicable.