Appendix 2

inspire
people places change

# Digital strategy
# Digital Update

Alan Patrickson

27 January 2020

Durham County Council

Digital Strategy
for County Durham

# Digital Customer

What this means: Improve access to our services and information through technology and be responsive to customer's needs.

Following public consultation in November 2018, we know that people in Durham would like to see:

- a clear and concise website that's easy to use
- increased availability of self-serve technology, with a simple and uncomplicated log on process
- technology used to improve efficiency
- all customer information held in one place

We currently offer more than 100 services online, with over 40% of our customers accessing this facility.

We will expand and redefine our service offer to make our online services as simple and user friendly as possible.

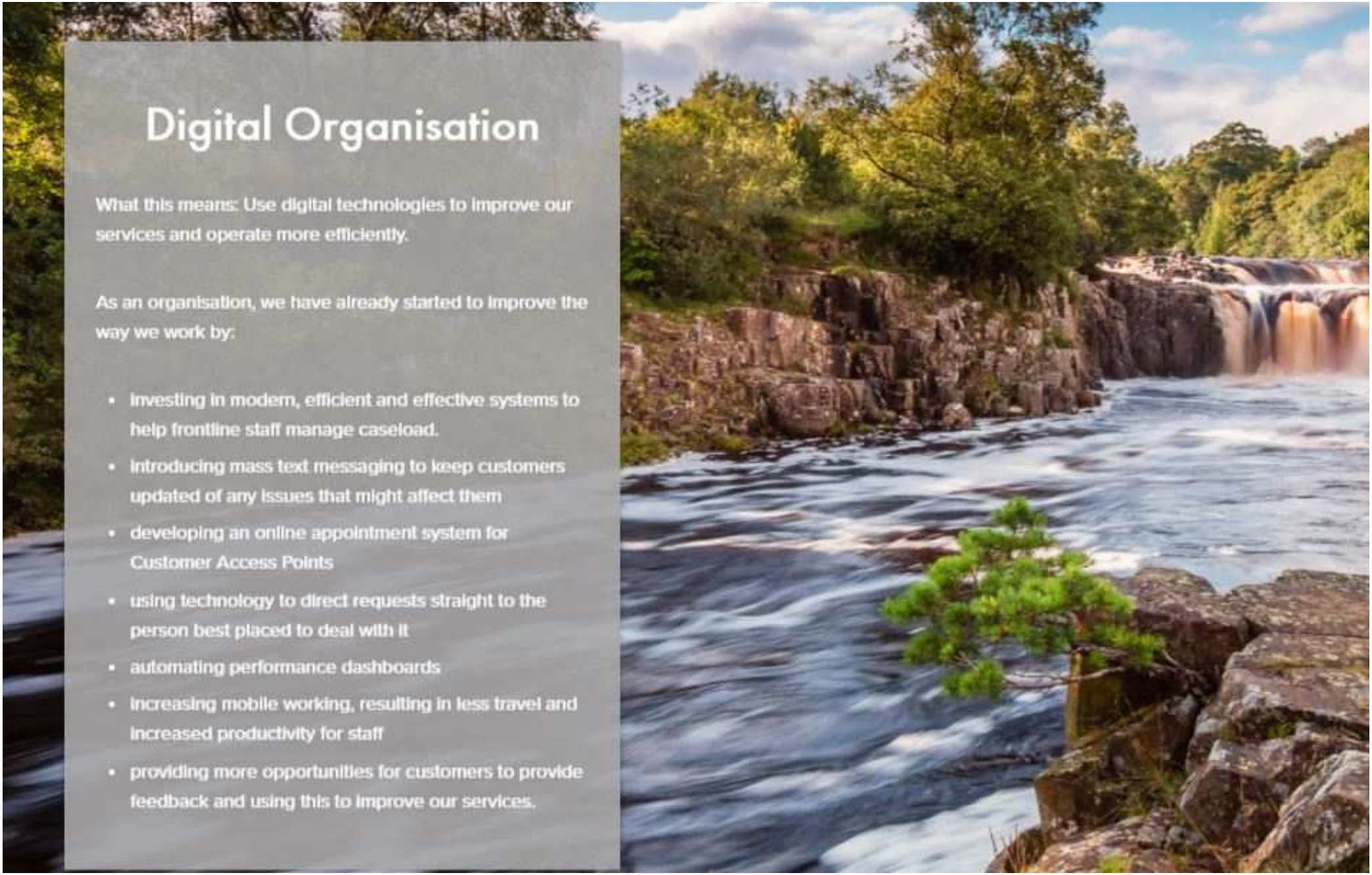
# Digital Communities

What this means: We will help the people of County Durham to get the most out of digital technologies in their homes and communities.

The Digital Durham fibre programme is a £35 million initiative to transform broadband speeds for residents and businesses across the North East Region. By bringing superfast broadband to areas that would otherwise not receive a commercial connection.

Digital Durham also offers schemes to assist businesses and registered charities and social enterprises to get online:

- Digital Drive – an initiative that aims to help SMEs in County Durham maximise their growth potential and sustainability. The initiative offers support and guidance on digital technology, digital health checks and grant funds up to 40% to support digital consultancy projects, equipment or installation of broadband.
- Reboot Scheme – a partnership with Protech City to



# Digital Organisation

What this means: Use digital technologies to improve our services and operate more efficiently.

As an organisation, we have already started to improve the way we work by:

- investing in modern, efficient and effective systems to help frontline staff manage caseload.
- introducing mass text messaging to keep customers updated of any issues that might affect them
- developing an online appointment system for Customer Access Points
- using technology to direct requests straight to the person best placed to deal with it
- automating performance dashboards
- increasing mobile working, resulting in less travel and increased productivity for staff
- providing more opportunities for customers to provide feedback and using this to improve our services.

# Office 365

Office 365

Work
smarter

Work better
together

Work from
anywhere

Work with
confidence

Office 365

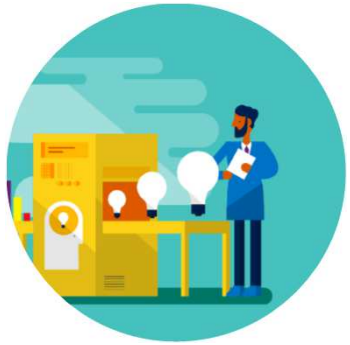
# Approach to discovering new ways of working

What is possible?

Understand the capabilities provided by Office 365

Opportunity

Identify new ways of working enabled by Office 365

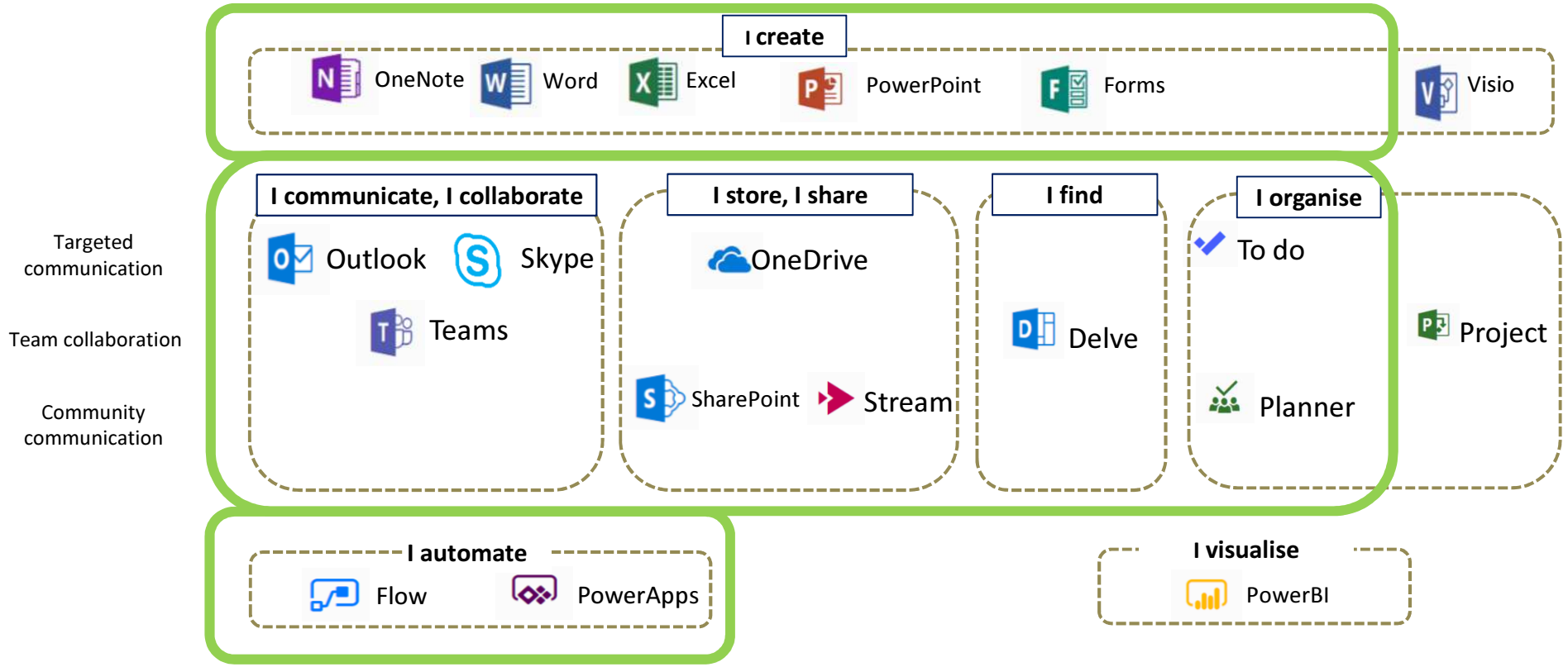


Next steps

Understand how to go forward

Office 365

# Office 365 : How do I use the tools?




inspire
people places change

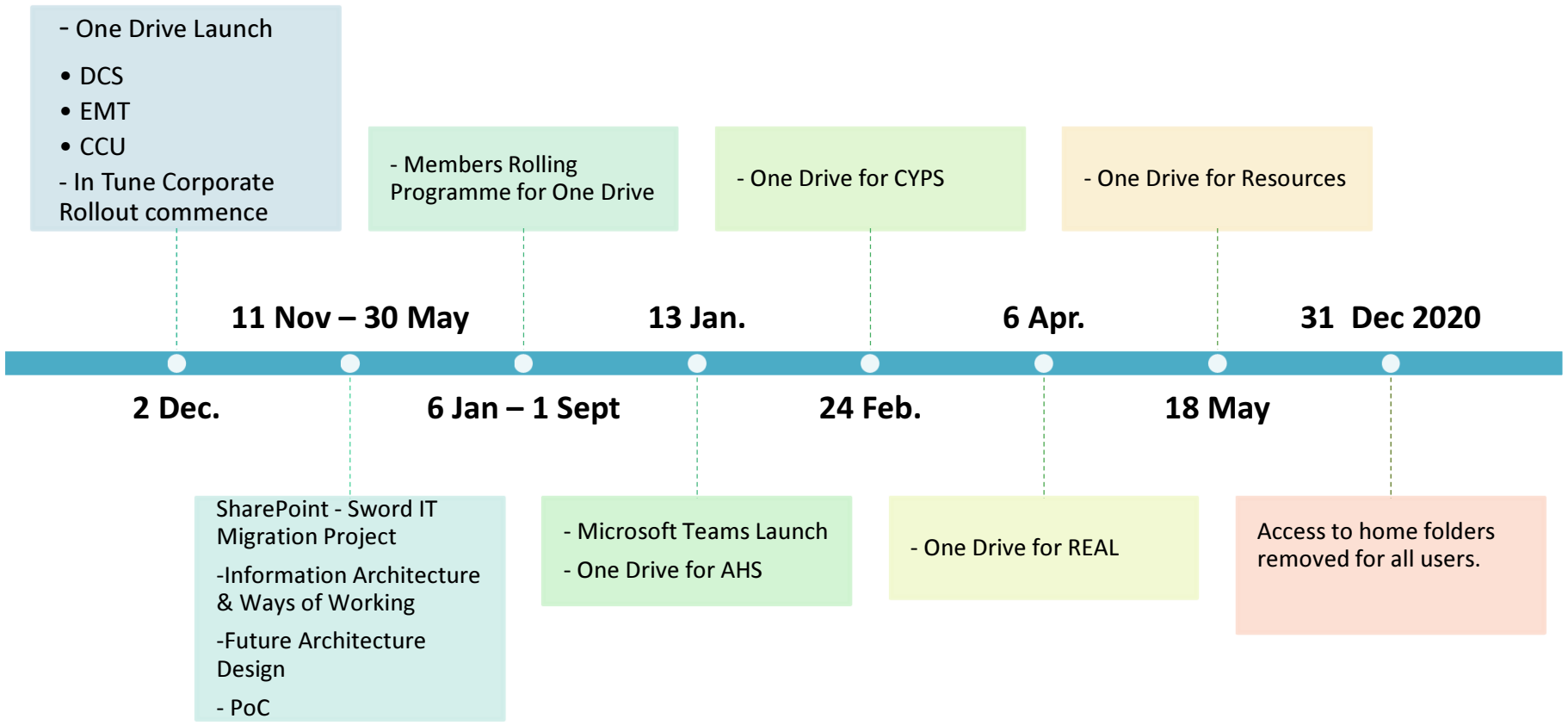
Personal Management

Team Work

Connected Organisation

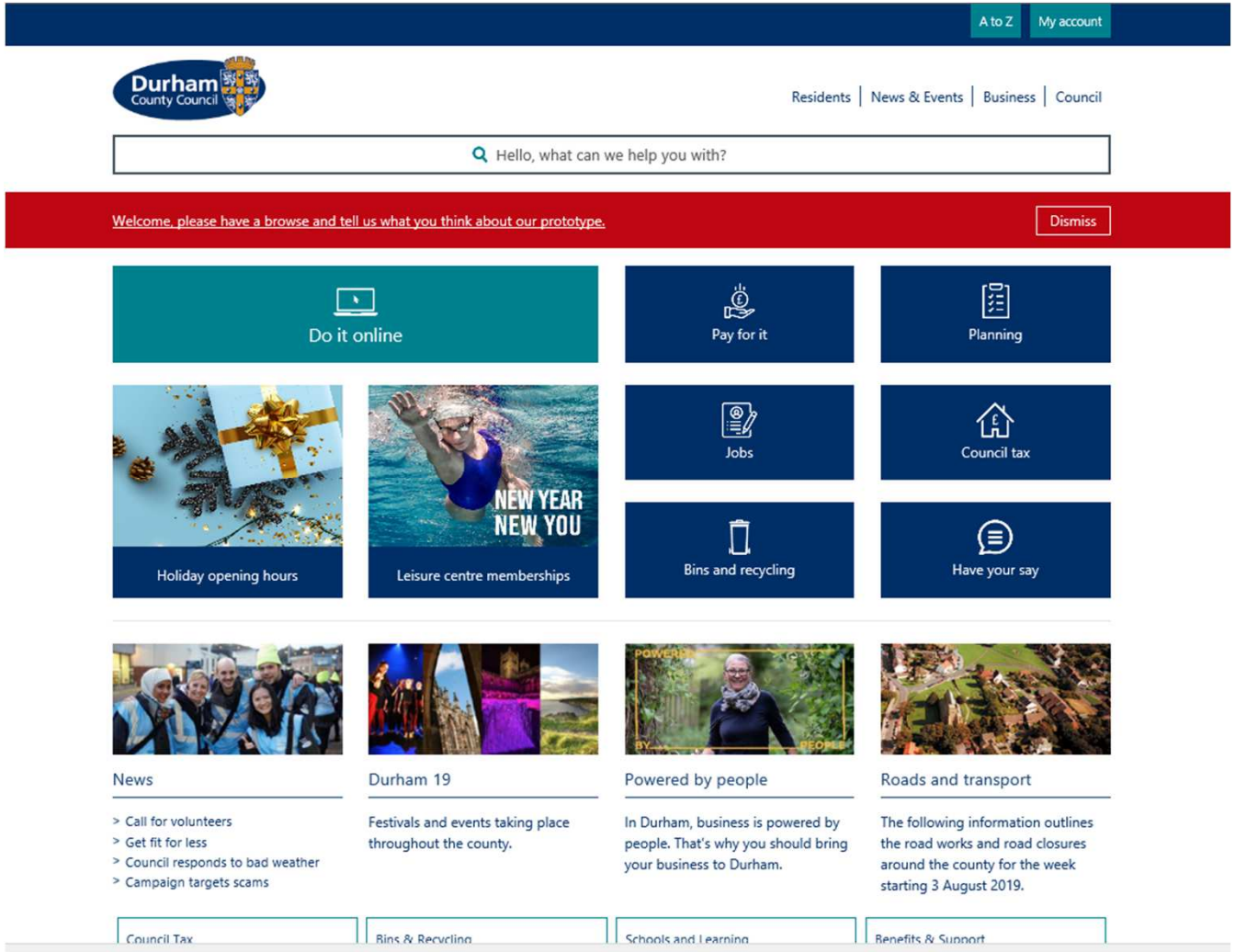
inspire
people places change

# Timeline




inspire
people places change

# Corporate Website Refresh




inspire
people places change

# Other Digital Updates

- Digital Customer
  - Web services
  - Gala Theatre
- Digital Organisation
  - HR processes
  - Staff Conference
- Digital Communities
  - Digital Durham
  - Participation (Libraries)

inspire
people places change