

CYNGOR SIR POWYS COUNTY COUNCIL.

**CABINET EXECUTIVE
27 November 2019**

REPORT AUTHOR: County Councillor Graham Breeze
Portfolio Holder for Corporate Governance and
Engagement

SUBJECT: Digital Powys Strategy

REPORT FOR: Decision / Discussion / Information

1. Summary

The Digital Powys Strategy (see Appendix A) sets out how the Council will take full advantage of new digital tools and technologies to transform how we engage with our residents, businesses and communities, support their independence, provide services and use data to inform everything that we do.

1.1 Our Vision

“Embracing digital technologies to improve our customers’ experience.”

1.2 Benefits will include:

- Customer interaction with the council will become quicker and easier leading to improved customer satisfaction
- Technology will contribute to supporting people to live independently in their communities
- An Improved relationship with partners to safeguard our most vulnerable people
- Business communities will be supported to thrive in the digital age
- Improved joined services through shared information and technology
- Reduced costs to focus our limited resources on providing services that improve well-being
- Information will be safe and secure and used appropriately

2. Proposal

The way we work and live today is evolving fast, with digital technology having an impact on all our lives. Our resident’s lives are changing and many public service users now expect access 24/7 and that number is increasing all the time. It is widely recognised that public services need radically to transform to keep pace with the digital evolution and customer expectations as well as finding new ways to add value.

- 2.1 There is a strong case for transformation in Powys County Council. Demographic trends, rurality, financial pressures, a need to improve performance in key service areas are key drivers for change and all can to some extent be mitigated through the effective use of digital tools and technologies.
- 2.2 With reduced funding and greater demand for services we need to be innovative in the solutions we design for the future, harnessing the power of the data revolution and digital technology. Technology can enhance the lives of our residents, including the most vulnerable, and we need to embrace the transformation this can bring. As technology changes at pace those being left behind are at risk of becoming isolated and disadvantaged. We need to work with our communities to bridge this gap and ensure our residents and businesses are ready to maximise the potential of digital transformation.
- 2.3 The Digital Powys Transformation Programme will provide the vehicle required to embrace digital throughout the organisation and transform our relationships with our residents, communities and businesses, whilst delivering long term efficiencies.
- 2.4 Current short-term funding to implement the digital strategy is being sought from external sources and within current service budgets.
- 2.5 A full business case and costed plans outlining funding requirements and benefits map, financial or otherwise, is being developed for future consideration.

3. Options Considered / Available

- 3.1 Do nothing with services and customer interaction continue as currently provided. This will result in continued volumes of customer face to face and traditional costly communication and interaction.
- 3.2 A digital strategy focused solely on internal digital transformation for the Council which will not consider the whole customer requirement for digital transformation.
- 3.3 A digital strategy that is a critical element of our transformation programme and supports in the delivery of our ambitious Vision 2025 Corporate Improvement Plan.

4. Preferred Choice and Reasons

- 4.1 Preferred choice (3) a digital strategy that supports transformation for Powys and supports delivery of Vision 2025.

- 4.2 A far-reaching Digital Powys programme through which the Council can take advantage of new digital tools and technologies to transform how we engage with our residents, businesses and communities, support their independence, provide services and use data to inform everything that we do.

5. **Impact Assessment**

- 5.1 Is an impact assessment required? Yes
- 5.2 If yes is it attached? Yes (See Appendix B)

6. **Corporate Improvement Plan**

The programme supports and aligns to the outcomes from our corporate improvement plan, Vision 2025:

The Economy

- New business start-ups and relocations will increase.
- Local businesses benefit from good advice and support that help them thrive.

Health and Care

- People have good access to information, advice and assistance.
- Technology enables people to care for themselves more easily and remain independent.

Learning and Skills

- High quality teaching and learning environments embrace new technology for the population.

Residents and Communities

- Residents take responsibility for their actions and support one another.

Making it Happen

- Engagement and communication - Listening, sharing information and building trust with our residents, communities and staff.
- Leadership and governance - Our staff and Members work together with our partners, using the right systems and information to make sure the Council is well-run.
- Changing how we work - Making best use of what we have and working in new, innovative ways to deliver our priorities for the benefit of the county's residents and communities.

7. **Local Member(s)**

The digital strategy will have equal force across the whole County supporting digital transformation for residents and businesses in all locations across Powys.

8. **Other Front Line Services**

Does the recommendation impact on other services run by the Council or on behalf of the Council? No – although all customer interaction with services may change for improved outcomes.

9. Communications

Have Communications seen a copy of this report? Yes

Have they made a comment? If Yes insert here.

10. Support Services (Legal, Finance, Corporate Property, HR, ICT, Business Services)

10.1 Legal: The recommendation can be supported from a legal point of view.

10.2 Finance – The Finance Manager notes the contents of the report all changes required to enable the Digital Powys Strategy will need to be fully costed to fully understand the affordability of the Strategy.

10.3 Corporate Property (if appropriate)

10.4 HR (if appropriate)

10.5 ICT (if appropriate)

11. Scrutiny

Has this report been scrutinised? Yes

If Yes what version or date of report has been scrutinised? 20/11/2019
To Follow

What changes have been made since the date of Scrutiny and explain why Scrutiny recommendations have been accepted or rejected?

12. Data Protection

If the proposal involves the processing of personal data then the Data Protection Officer must be consulted and their comments set out below.

Not applicable at this stage

13. Statutory Officers

13.1 The Head of Finance (Section 151 Officer) comments that the strategy can be approved in principle, and as noted in sections 2.4 and 2.5 of the report, funding to support implementation will need to be identified, and a fully costed business case will be submitted to support the more detailed delivery plans.

13.2 The Head of Legal and Democratic Services (Monitoring Officer) has commented as follows: “I note the legal comment and have nothing to add to the report”.

14. Members’ Interests

The Monitoring Officer is not aware of any specific interests that may arise in relation to this report. If Members have an interest they should declare it at the start of the meeting and complete the relevant notification form.

Recommendation:	Reason for Recommendation:
That the Digital Powys Strategy as set out in Appendix A to the report is approved as the level of ambition for digital transformation for the Council.	To enable responsive, consistent and excellent public services through transformed digital delivery.

Relevant Policy (ies):			
Within Policy:	Y	Within Budget:	Business Case to follow

Relevant Local Member(s):	ALL
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Person(s) To Implement Decision:	Head of Digital Services
Date By When Decision To Be Implemented:	16th December 2019

Is a review of the impact of the decision required?	N
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Background Papers used to prepare Report: