

Report to the Cabinet

Meeting to be held on Thursday, 3 October 2019

Report of the Head of Service - Core Systems

Part I

Electoral Division affected:
(All Divisions);

Digital First Strategy

(Appendix 'A' refers)

Contact for further information:

Gabby Nelson, Tel: (01772) 537303, Head of Service - Core Systems,
gabby.nelson@lancashire.gov.uk

Executive Summary

A Digital First Strategy for Lancashire County Council has been developed to enable the organisation to deliver its digital first vision and ambitions. The strategy, set out at Appendix 'A', now requires approval in order for it to be officially launched to staff and published externally for our service users.

Recommendation

Cabinet is asked to approve the Digital First Strategy as set out at Appendix 'A'.

Background and Advice

The Digital First Strategy considers how we will support and empower people to engage with us digitally wherever possible. It also sets out the intention to ensure digital and on-line solutions will become the preferred method of engagement with us. The strategy states how digital solutions will be designed in order to deliver complete end to end transactions which will meet the needs of the customer at a time and place convenient to the individual.

The Digital First Strategy identifies five key priorities for the organisation to address:

- Become more data driven
- Embed a digital culture across the organisation
- Work with our partners digitally
- Explore new digital technologies
- Build a stronger Lancashire economy

The strategy is attached at Appendix 'A'. It will be underpinned by a delivery plan, which will set out the detail of how we will achieve our outcomes and identify key deliverables. There is also robust governance around the strategy, with a Digital Board consisting of director level members.

Whilst the county council is committed to ensuring that digital remains the preferred method of engagement, the more traditional methods such as telephone, email and face to face will remain for those who are unable to engage digitally.

It was agreed at Cabinet/Corporate Management Team that the Digital First Strategy and its agenda will be led by County Councillor Buckley, Cabinet Member for Community and Cultural Services, and supported by County Councillor Riggott, Lead Member for Economic Development and Cultural Services. Progress on the Digital First Strategy will be reported annually to the Cabinet Committee on Performance Improvement.

Consultations

Corporate Management Team, Cabinet/Corporate Management Team, directors, heads of service and relevant, internal and external stakeholders have been involved in contributing to, and developing the, strategy.

Implications:

This item has the following implications, as indicated:

Failure to obtain approval of the Digital First Strategy will restrict Lancashire County Council's ability to realise its digital first aspirations. In addition, without the leverage of an agreed strategy and support from the highest levels of the organisation, it will be difficult to encourage innovation and challenge practice.

Financial

As part of the implementation of the Digital First Strategy there will be additional costs that need to be incurred, however at this stage they are not quantified. Wherever possible these costs will be managed within existing budget provision, however if additional funding is required (capital or revenue), appropriate approval would need to be sought and be presented with a supporting business case.

Risk management

If the strategy is approved it will be underpinned and delivered against a detailed delivery plan. This sets out key deliverables and applies a project status rating which can be reported internally to key, responsible officers on a six weekly basis. An adapted version of this report will be presented to the Cabinet Committee on Performance Improvement annually.

List of Background Papers

| Paper | Date | Contact/Tel |
|-------|------|-------------|
|-------|------|-------------|

None

Reason for inclusion in Part II, if appropriate

N/A