



**Policy, Finance and
Development
Committee**

**Tuesday, 01 May
2018**

**Matter for
Information**

Title: Digital Strategy for the Leicestershire Districts ICT Partnership

Author(s): Jacky Griffith (Head of Customer Service & Transformation)

1. Introduction

This report introduces a Digital Strategy for the Leicestershire Districts ICT Partnership.

2. Recommendation(s)

That Members note the contents of the report.

3. Information

- 3.1. The Council currently obtains network and IT infrastructure support through the Leicestershire ICT Partnership (LICTP), which is hosted by Hinckley and Bosworth Borough Council (HBBC) and includes Oadby and Wigston Borough Council (OWBC), Blaby District Council (BDC), Melton Borough Council (MBC) and the Leicestershire Revenues and Benefits Partnership (LRBP).
- 3.2. A Digital Strategy has been drawn up by the partners setting out the LICTP's vision and objectives for 2018 until 2022. The seven key objectives of the Strategy are to:
 1. Create communities who are digital by choice to enable our customers to have easier access to services that meet their expectations.
 2. Support a well-equipped, agile workforce with the right skills, tools and abilities to provide efficient and effective services to meet our customer requirements.
 3. Empower our residents, businesses and workforce to make the most of digital opportunities.
 4. Facilitate and promote the delivery of improved digital infrastructure for our residents and businesses.
 5. Build safe, secure and strong connected communities by improving access to digital services and infrastructure.
 6. Drive efficiency in the development and delivery of effective digital services.
 7. Work with partners to maximise the potential benefits of digital opportunities.
- 3.3. The objectives of this Strategy will be delivered through the implementation of a supporting action plan currently being drafted by the member authorities in the LICTP.
- 3.4. The action plan will identify the available resource and will describe the forward plan of actions, aimed at delivering the objectives set out in the Digital Strategy.

Background Documents:

Appendix - Digital Strategy for Leicestershire Districts ICT Partnership (2018-2022)

E-mail: jacky.griffith@oadby-wigston.gov.uk

Tel: (0116) 257 2612

Implications Digital Strategy for the Leicestershire Districts ICT Partnership	
Finance Chris Raymakers (Head of Finance and Revenues and Benefits)	There are no implications directly arising from the report.
Legal David Gill (Head of Law & Governance / Monitoring Officer)	There are no implications directly arising from the report. The report is satisfactory.
Corporate Risk(s) (CR) Jacky Griffith (Head of Customer Service & Transformation)	<input checked="" type="checkbox"/> Decreasing Financial Resources (CR1) More efficient ways of delivering services will help to mitigate against budgetary constraints. <input checked="" type="checkbox"/> Key Supplier/Partnership Failure (CR2) As a member of a shared services partnership, OWBC has greater resilience and opportunity to deliver on IT initiatives. <input checked="" type="checkbox"/> Reputation Damage (CR4) The absence of a cohesive strategy meeting residents' expectations regarding the use of digital services could lead to reputational damage to the Council. <input checked="" type="checkbox"/> Organisational/Transformational Change (CR8) The digital strategy will support organisational change and effective delivery of services.
Corporate Priorities (CP) Jacky Griffith (Head of Customer Service & Transformation)	<input checked="" type="checkbox"/> An Inclusive and Engaged Borough (CP1) Enabling communities to make the most of the digital age. <input checked="" type="checkbox"/> Effective Service Provision (CP2) The digital strategy will support the organisation in identifying improvements in service delivery to provide the most cost effective services.
Vision & Values (V) Jacky Griffith (Head of Customer Service & Transformation)	<input checked="" type="checkbox"/> "A Strong Borough Together" (Vision) We will work to ensure our residents and business are able to access Council services digitally. <input checked="" type="checkbox"/> Accountability (V1) We will routinely identify digital opportunities as part of our standard service. <input checked="" type="checkbox"/> Respect (V2) We will keep pace with our customers' expectations through a clear strategy to introduce digital technologies that make it easier for customers to access council services digitally. <input checked="" type="checkbox"/> Teamwork (V3) We will work together to develop safe and secure communities.

	<input checked="" type="checkbox"/> Innovation (V4) Ambition and innovation is embedded in the partnership's approach to delivering its digital strategy. <input checked="" type="checkbox"/> Customer Focus (V5) Our customers will be able to access the services they need through the most appropriate channel for them.
Equalities & Equality Assessment(s) (EA)	There are no implications directly arising from the report.
Jacky Griffith (Head of Customer Service & Transformation)	<input checked="" type="checkbox"/> Not Applicable (EA)