Wiltshire Council

Overview and Scrutiny Management Committee

21 June 2017

Digital Strategy and Implementation Task Group

Purpose of the report

1. To present the report of the Digital Strategy and Implementation Task Group following its meeting on 13th June 2017 to consider the draft Wiltshire Council Digital Strategy 2017/21.

Background

2. The Overview and Scrutiny Management Committee received a presentation in January 2016 on the development of the MyWiltshire system, a system to enable the public and officers to remotely report a range of issues to be resolved. Following this, the Committee established the MyWiltshire System Task Group with terms of reference to consider and contribute to the development of the system, focusing on customer experience; system scope; development and resourcing; and councillor interface.

3. Following a request from the task group, in January 2017 the Management Committee agreed in principal to amend the task group's focus to the wider issue of the council digital Strategy, once available. On 6 June 2017 Management Committee re-established the MyWiltshire System Task Group as the Digital Strategy and Implementation Task Group with amended terms of reference as set out below.

Terms of reference

4. Following a resolution of Overview and Scrutiny Management Committee on 6 June 2017 the terms of reference were agreed:

    "To scrutinise and support the development of the council's Digital Strategy and its implementation."

Membership

5. The task group comprised the following membership (as of 13 June 2017):

    Cllr Jon Hubbard (Chairman)
    Cllr Howard Greenman
    Cllr Bob Jones MBE

Evidence

6.   The following was made available to the task group prior to the meeting:
   • Draft version of the Wiltshire Council Digital Strategy 2017/21

7.   Corporate Director; Head of Programming Office; Portfolio Manager for Programming Office; Project Officer; Cabinet Member for Finance and IT; and the Portfolio Holder for IT and Digitisation provided a presentation on the Strategy and answered questions from the task group members.

Deliberation

8.   During discussion the task group members discussed and expressed concerns about a number of issues, including the following:

9.   The governance model outlined in the Strategy did not yet include input from service users. It was noted that user input was received at an individual project level, which included both internal and external customers. Task group members suggested that the user groups needed be included in the governance structure diagram, and were informed that they would be included at project level.

10. The timeline for the Strategy currently expected the tender document to be completed by August 2017, with the tender process fully completed by September 2017. The timeline was confirmed as achievable as work had been performed setting out requirements for the system platform. The tender would be for the system's concept and functionality rather than specifics.

11. Members noted that the Strategy needed to be designed for and be accessible for all users, avoiding the problem of being designed for and accessible by only the deliverer. As such the importance of ensuring the input and feedback of various user groups was reiterated. Officers explained that talks with various parties had been held to address this. Further work was required but much of the work had taken place, including comparisons with many other local authorities.

12. Regarding the digital assessments noted in appendix B of the Strategy it was asked whether services would fully understand and thus be supportive of what digitisation could provide to improve their work. It was explained that services will be assessed for digitisation and would be supported by the project team, however service leaderships would ultimately be responsible for the overall assessments. The project team support was expected to drive understanding and buy-in from the services. It was agreed that the wording in the appendix needed to be changed to reflect this.

13. In a general sense, it was noted that it needed to be ensured that staff were on board with digitisation, and that the digital experience of and expectations from new and digitally adept workers should be capitalised on.

14. Mobile signals across Wiltshire were brought up as a concern, specifically how they impact the potential for mobile working. It was asked how mobile signal problems across Wiltshire were to be addressed. The coverage of 3g and 4g

connections across Wiltshire were explained as improving day-by-day, and over the past few years had improved dramatically.

15. When discussing the future priorities for the task group it was suggested that it would be beneficial for the task group to become a standing task group, receiving regular updates on the implementation of the digital Strategy. It was also noted that it would be helpful for the task group to consider the draft tender document when available. Members considered that if this approach was endorsed by Management Committee then the standing task group should be included within the governance structure diagram.

Proposal

16. That the deliberations and recommendations outlined in the report of the Task Group are endorsed.

Recommendations

That the Cabinet Member for Finance and ICT considers the following recommendations with regards to the Wiltshire Council Digital Strategy 2017/21:

1. **To ensure that feedback from users is collected and reflected in the development of the new system to ensure that the system is designed to be accessible to all customers.**

2. **To amend the governance structure diagram to demonstrate where users are engaged and where user feedback is considered and applied.**

3. **To include, if endorsed, the Digital Strategy and Implementation Task Group in the governance structure.**

4. **To ensure that the Digital Strategy project clearly outlines the key project milestones and their anticipated timescale.**

5. **To make clear in the Digital Strategy that the digital assessments process will be performed with support from the project team, and to encourage a proactive approach which works with service leaders to implement the Digital Strategy.**

That the Overview and Scrutiny Management Committee consider the following recommendation:

1. **To continue the work of the Digital Strategy and Implementation Task Group as a standing task group and for it to receive the draft tender document and regular updates on the progress of the Digital Strategy and its implementation.**

Cllr Jon Hubbard, Chairman of the Digital Strategy and Implementation Task Group

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Appendices

None

Background documents

None