

Appendix 1 - Digital Strategy Task & Finish Update Note – March 2017 – Update on Recommendations

Finance and Corporate Services Scrutiny Board and Business, Economy and Enterprise Scrutiny Board Recommendation	Update on status
<p>a) Include the principle and opportunities for Digital transformation in our Council strategies and budget setting plans.</p>	<p>It is recognised that Digital is a principle which unpins a lot of how we operate as an organisation. As such it is an inherent part of a lot of our plans and strategies. Council Strategies (other than the digital strategy itself) that reflect digital transformation include the Workforce Strategy and the Information Management Strategy. Both have strong references to how digital transformation will help achieve their visions. On a more detailed level, work within projects such as the sports project developing the city centre destination sports facility will rely heavily on a digital infrastructure both from an operational point of view (good internet site and pre bookings) to car parking signage on our ring road that will be able to direct traffic to appropriate car parks.</p> <p>As Digital is something which unpins and enables, it was not mentioned specifically in the budget or pre budget reports – although digital transformation practices are at the heart of a lot of our savings plans. An example of this was included one of the appendices for the budget setting documentation - Review of business processes for the administration of Revenues and Benefits - to include an improved digital offering and automated self service solutions – to realise efficiencies in back office administration. Resulting in a saving of (£50k) in 18/19 rising to (£150k) in 19/20.</p> <p>Corporate Leadership Team are also including digital thinking as we reinvigorate the Council’s change programme and develop future budget plans.</p>
<p>b) Continue to explore and implement new ways of working for all staff and Elected Members. This includes designing bespoke training and development for staff and Members based on need, following a Digital Skills survey and equipment audit. The role of change agents and more informal networks for sharing and building digital skills will also be developed.</p>	<p>Work has been ongoing with regards to Digital Skills across the organisation and a Be Digital campaign has been established. This is leading on the following activities:</p> <ul style="list-style-type: none"> • Digital Skills Framework – framework setting out basic digital requirements • Launch of a Digital Skills Strategy • Digital day held for staff with basic digital skills. • Embedding and coaching of Office 365/SharePoint

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	<ul style="list-style-type: none"> • Training of (Digital) Change Agents, Change Agents who have put themselves forward to support their teams to initially help embed Office 365 and SharePoint and moving forward support the Be:DiG1T@L campaign • Continued ICT floor walks
<p>c) Provide ongoing training and support to Members to encourage Members to maximise their use of digital and technology</p>	<p>Various initiatives have started with Members with regards to the use of digital technology. An example of this is moving to a “paper-lite” planning committee, led by Member Digital Champion Cllr Brown, process - whereby paperwork for the committee is viewed electronically rather than on physical hard copy. This is alongside other corporate initiatives as part of the Be Digital campaign as mentioned above.</p>
<p>d) Continue to communicate and encourage the use of Council online services as a contact option for constituents and customers, by Members and Officers, and encourage feedback on their effectiveness.</p>	<p>Where possible, the use of online services is promoted either via the web site or in any press releases (where applicable). This is partly responsible for the year to date rise to 23.24% of online service requests. The most successful channel shift experienced so far is with the “Homefinder - Apply for priority service” where 83.33% of requests being made by self-service. Further details on developments since the meeting in November are available in Appendix 2</p>
<p>e) Seek to maximise the opportunities to implement digital and new ways of working as we consolidate buildings - and the role that Finance and Corporate Services Scrutiny Board can play for example in taking an overview of KickStart action plans as teams prepare for the move.</p>	<p>The Finance and Corporate Services Scrutiny Board attended the Friargate site at the end of January and have received presentations from Nigel Clews with regards to the Kickstart programme. As progress continues with the Friargate move there will be a proactive communication campaign.</p>
<p>f) Instruct officers to meet regularly with broadband service providers in the City to encourage investment in the City and share information on new developments and connectivity challenges</p>	<p>Officers have established regular meetings with the major Internet connectivity suppliers (City Fibre, BT & Virgin) to discuss the development of their networks within the city. As part of the West Midlands Combined Authority Digital Group there is active work looking at Internet Connectivity from the main suppliers across the region.</p> <p>The CSW broadband project and investment is looking specifically at the provision of superfast broadband within Coventry.</p>

Appendix 1 - Digital Strategy Task & Finish Update Note – March 2017 – Update on Recommendations

<p>g) Work with developers to ensure that new housing developments have high quality digital connectivity and support its inclusion in the Local Plan.</p>	<p>The draft City Centre Area Action Plan and the Draft Local Plan include policies which directly encourage the expansion of digital infrastructure.</p>
<p>h) Inform the relevant officer, when Members have discussions with constituents on issues regarding Broadband at a ward level, to enable the Council to ensure conversations are joined up with service providers.</p>	<p>As per recommendation f) above, there is proactive work on-going with suppliers. Members should be encouraging constituents to be registering issues directly with suppliers. If Members are aware of significant or multiple issues then these should be raised with Paul Ward (paul.ward@coventry.gov.uk) moving forward.</p>
<p>i) Commit to continue to improve our online services and ICT support, which includes benchmarking and opportunities to share services and ideas with neighbouring authorities.</p>	<p>We are engaging with our Customer Relationship Management system supplier to support sharing of processes and discussing the principle of a design think tank with a number of identified colleagues from across local authorities. At the same time we are currently exploring the opportunity to obtain a blue badge process from one of our neighbouring councils.</p> <p>We seek to obtain customer feedback on user experience, indeed we are in the process of identifying how we can proactively seek input following all transactions. The insight to date has been used to continue to evolve processes, this is supported through ongoing training for Meet & Greet and contact centre team members who help to guide customers through the use of processes to a successful conclusion.</p>