Appendix 2 - Digital Strategy Task & Finish Update Note – March 2017 – Update on Digital Strategy Implementation Progress

There has been progress made on a number of Digital projects since the last meeting. The table below provides an update on some of these projects:

Digital Coventry Theme	Key Activity	Update
Digital Place	Superfast broadband	Currently at the planning stage and working closely with the Coventry Solihull & Warwickshire (CSW) project team on contract details. As part of the match funding we will be appointing a temporary project manager to manage all of Coventry's interests on the project. The recruitment process is underway and we are looking to appoint over the next couple of months.
Digital Place	Free public Wi-FI (City Centre & Friargate)	We are in the final stages of contract negotiations with InTechnology Wi-Fi to provide free public wifi within the city centre following a procurement process. They have already delivered successful implementations in Edinburgh (with over 100k active users) and Watford. The network installation and app development will run in parallel – we are finalising dates for implementation and have confirmed the network will be expanded to include coverage inside the ring road and Friargate. The network can be further extended by agreement to cover key footfall areas throughout the city.
Digital Place	AppyParking	Last year the Council teamed up with Appy Parking and Nwave to trial an innovative new Parking App to help to make finding an on-street parking space in Coventry simple. Appy Parking shows available spaces in real time in order to eliminate the need to trawl the city's streets looking for a gap. It was trialled across three locations in the city to show street spaces at New Union Street, Warwick Road and St Johns Street. An additional £150,000 funding has been awarded from the Department of Transport which will mean all of Council on street parking bays will be included in the scheme along with 18 electric vehicle charging bays.
Digital Place	WMCA Digital Group	Officers are part of an emerging WMCA Digital Group which meets monthly and has been is primarily made up of representatives from each Local Enterprise Partnership areas. The group is led by Sarah Windrum who is a member of the Coventry & Warwickshire LEP. Priority areas of focus are linking digital connectivity needs to productivity gains for business, digital skills and infrastructure such as 5G and internet speeds and capacity.
Digital Customer & Inclusion	Channel shift	The year to date online self-service percentage has continued to rise to 23.24% with the most successful channel shift experienced with the "Homefinder - Apply for priority service" where 83.33% of requests being made by self-service. Since the meeting in November the following work has been completed on "MyAccount":

		- General improvements to the MyAccount functionality including a star rating feedback option at the end of specific forms which help us with continual service improvement. Also introducing a search bar for customer to be able to search for service types rather than find them on a list - Flytipping and Grafitti forms have been made available via MyAccount and are linked to from the web site - Improvements have been made to the Council Tax change of address form - Various Registrars forms have been introduced as we move their services online with work continuing in this area.
Digital Communities	Gen2gen	A scheme run by the Council's library services and Coventry University which helps older people make better use of social and digital media is going from strength to strength. During the past four years 70 Coventry University student volunteers have provided IT training to hundreds of older people. Coventry's Central Library host the sessions using its IT facilities. More than 500 people have taken part in Gen2gen learning about anything from setting up an email account, use of the Internet, Tablets, Smartphones, laptops and digital cameras. Gen2gen is being extended in Stoke and Earlsdon libraries, as it has proved such a success in the Central library.
Digital Communities	Bell Green Silver Surfers	A community based group known as the Bell Green Silver Surfers have been helping its members, aged 67 to 87, to become more comfortable making use of digital media while also helping reduce isolation in the community. The group which caters for people in the Bell Green and Longford areas of the city has 17 members, and a waiting list for new recruits. The group was set up in 2010, in the Bell Green Community Centre following the closure of a course at the Bell Green Library. The course responds to individual's needs and over the years the group has managed to secure funding to buy Laptops and other equipment. Recently it has received funding from People's Health Trust which is enabling it to replace some of its older laptops and sustain the group into 2018.
Digital Workforce	EPost	This is a project to implement technology to enable us to scan all incoming post and deliver it electronically to a secure location. This will either be a team SharePoint site, an individual's e-mail or to an Information @Work location depending on the type of documents received. We are currently going through a proof of concept and mail has been successfully scanned and delivered to the above systems.
Digital Workforce	Office 365	We are developing a new Intranet platform to replace the existing Beacon system. The new

		platform based development has been completed on Office 365. Currently the web editors team are going through and reviewing all the areas of content on the existing Intranet and redesigning/migrating the content. Current timeline for go-live is June/July. During April, Coventry is also hosting a best practice technical "show and tell" for members of ICT services from neighbouring authorities. Colleagues can come and see what we are doing with the platform and how we are doing it, sharing knowledge and experiences.
Digital Workforce	Digital Change Agents	Employees, apprentices and managers from across the Council have signed up to the role of Digital Change Agents. Digital Change Agents will be: • Supporting teams to improve digital capabilities and communicate the benefits of being digital Support the implementation of the Digital Skills Strategy • Recognised as the Council's digital 'talent' • Championing digital change • Looking at how we can improve what we do through new technology • Keen to learn new things and add to their digital skill-set The first challenge for our 60 Digital Change Agents is to support and work with their teams to improve confidence and working knowledge of SharePoint.