

CABINET – 11TH MARCH 2021
Report of the Scrutiny Commission

ITEM 6 INFORMATION AND COMMUNICATION TECHNOLOGY STRATEGY
2021-23

Purpose of Report

To consider the comments and recommendations of the Scrutiny Commission in relation to the Information and Communication Technology Strategy 2021-23.

Recommendation of the Scrutiny Commission

That the Cabinet be informed that the Commission welcomes and supports the recommendations set out in the report of the Head of Customer Experience.

Reason

The Commission, having carefully considered and asked questions on the report felt the Cabinet should approve the recommendations set out.

Meeting Discussion

- i. The Council was committed to supporting people to utilise online functions and also to provide services to those not online. There was a requirement to make online services as easy and accessible as possible to encourage participation. The provision of traditional services would remain.
- ii. There had been an unanticipated funding increase as a result of the Covid-19 pandemic used to support the workforce in remote working. Specific costing information was not available but would be circulated following the meeting. It was acknowledged that teams working within the ICT service at the Council had worked exceptionally hard to rollout the remote working capability across the organisation quickly and effectively.
- iii. The ICT Strategy 2021-23 was flexible and adaptable to meet further challenges and new ways of working should this be required. This included the possibility for hybrid meetings. There was an existing budget set aside for much of the work, including cloud migration and further projects would be considered based upon return on investment and the potential for maximising investments.
- iv. The ICT Strategy 2021-23 had considered security implications and best practice across many different organisations. Progress against the strategy would be routinely monitored at the SWAP Board.
- v. There was an aim to add value and innovation and to demonstrate the benefits of the initiatives undertaken. This measure would be based on the removal of

barriers, improvements to interactions with the Council, ease of use and customer satisfaction.

Policy Justification and Previous Decisions

Scrutiny Commission Procedure Rule 11.12 sets out the procedure by which a report of a Scrutiny Committee should be considered by Cabinet.

Implementation Timetable including Future Decisions and Scrutiny

The information on this in the Cabinet report is not affected by the recommendation of the Scrutiny Commission.

Report Implications

The following implications have been identified for this report.

Financial Implications

There are no further financial implications associated with the recommendation of the Scrutiny Commission.

Risk Management

There are no specific risks associated with the recommendations of the Scrutiny Commission.

Key Decision:	Yes
Background Paper:	Scrutiny Commission Minute 138 2020/21, 8th March 2021
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