

Digital & ICT STRATEGY

2018-2021

Executive Summary

This strategy describes how we can use Digital and Information and Communications Technologies to support the Council's Mission to be the **Best Borough in the North** and deliver on its priorities for the benefit of residents and businesses in Calderdale. The strategy aims to provide the best possible technology that is fit for purpose and within available budgets. Digital technology is one of the key enablers in supporting transformational change. ICT has a key role in underpinning digital delivery to add value to service delivery and the customer experience.



To deliver our strategy, we need a **motivated workforce** that has the right skills and the technology to provide customer-focussed services; an organisational culture and capacity to develop innovative and integrated services; and upgraded technology and infrastructure - all within a reducing budget. Furthermore, we know we need to invest in becoming a digital organisation that is able to maximise technology for the benefit of all Calderdale's residents.

We are also clear that we need to take a role in **supporting access to digital technologies** for our more vulnerable residents and communities. Lack of access and take up of technology by our communities will ultimately result in less efficient and effective services, with some people becoming increasingly disadvantaged through reduced access to services that could improve their lives.



The Digital and ICT Strategy will **consolidate and build on our successes** so far, which include:

- Creation of the My Calderdale Account and deployment of live chat 24/7
- Superfast Broadband now available to 95% of the Borough
- Wi-Fi provision in key publicly owned buildings including all libraries
- Delivering on infrastructure projects including implementation and support of the ICT systems and infrastructure for Princess Buildings, the Piece Hall and new library
- Developing our Leeds/Calderdale Adult Social Care systems partnership
- Attaining Public Sector Network accreditation



The Digital and ICT Strategy is closely aligned to **supporting our Corporate Priorities**, and will deliver on them by:

Grow the Economy

- Jobs
- Skills

Reduce Inequalities

- Equality/Social Cohesion
- Financial Inclusion
- Attainment Levels
- Health Outcomes

- Maintaining a citizen-focus by delivering as many services as possible through our website and My Calderdale Customer Account, deploying automation and supporting self-service
- Boosting digital connectivity and know-how throughout the Borough, focussing on hard-to-reach areas, and promoting resilience through digital inclusion initiatives
- Delivering both a fit-for-purpose technology stack and digitally trained staff to help deliver more efficient services
- Maximising our use of data to support business decisions, whilst protecting privacy
- Making the most efficient use of the digital delivery of Social Care needs
- Recognising and exploiting emerging technology to create a Smarter Borough

Build a Sustainable Future

- Environment
- Sustainability

The Strategy **Delivery Plan** will support a structured approach to the delivery of work in progress and future work including:

- Integrating more services into My Calderdale Customer Account
- Support the development of a 'digital cluster' around the Piece Hall
- Develop our 'software and systems' and the middleware that will support it
- Exploit our data storage repository, with special focus on geographical and spatial elements
- Digitalise our Social Care support and signposting
- Deploy sensor technology to support our Smarter Borough initiatives

