

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**

DATE: **TUESDAY, 10 JULY 2012**

REPORT BY: **HEAD OF ICT AND CUSTOMER SERVICES**

SUBJECT: **ICT STRATEGY UPDATE**

1.00 PURPOSE OF REPORT

1.01 To provide Cabinet with an update on progress with the implementation of the Corporate Information and Communications Technology (ICT) strategy.

2.00 BACKGROUND

2.01 The Council's ICT Strategy is a four year strategy which defines the use of ICT to support the Council's priorities and services. The annual ICT Service Plan is informed by (i) the strategy (ii) the Councils Improvement Priorities (iii) Directorate Service Plans and (iv) key Flintshire Futures change projects and service review outcomes.

2.02 Under the Council's business planning arrangements the ICT Strategy is a fundamental element of the Governance Framework as a major resource strategy alongside Finance, HR and Assets.

3.00 CONSIDERATIONS

3.01 The current ICT Strategy is a 4 year strategy from 2009 to 2013. This year we will be undertaking a full refresh of the strategy. It is intended to involve Corporate Resources Overview and Scrutiny Committee in this process with progress reports and final endorsement of the new strategy by Cabinet.

3.02 A review of the ICT Service and structure is in progress. The review is being undertaken for various reasons:-

- The changing role of ICT from a support service to a key enabler of change and improvement
- Increasing demands on the service
- Customer Expectations
- Capacity issues
- Technology developments and changes
- Out-dated job design and job descriptions
- Service plans and priorities

- Regional and national collaboration

Initial proposals will be presented to Corporate Management team later in the summer and then to Cabinet for approval in the autumn.

- 3.03 Since the last strategy update report in November on-going progress has been made in its implementation. One highlight was the progression to a 3 star website in the national Better Connected study which grades all local authority websites across the UK. For the second year running we have seen an improvement in our rating. We are currently working collaboratively with Denbighshire and Gwynedd County Councils to upgrade our web infrastructure and identify opportunities to develop new self service web facilities as part of our Flintshire Futures channel shift project.
- 3.04 In April we awarded a joint contract with the other 5 North Wales Councils for the supply of laptop and desktop computers. This contract is unique as it specifies an agreed standard specification and manufacturer across North Wales providing opportunities for sharing technical skills and support as well as delivering an estimated £400,000 of savings across the region. Our approach has attracted interest nationally and is already being replicated in South West Wales.
- 3.05 In the last update the implementation of the P2P system as part of the Flintshire Futures procurement work stream was reported. The system is now implemented across all Corporate Services for all purchase orders, and a plan is now in place to implement across the 3 service Directorates starting with Environment. A target of March 2013 has been set for implementation across the whole council.
- 3.06 Earlier this year the Wales Audit Office undertook a review of the ICT service as part of the 2012 annual improvement assessment. The review covered two angles the effective use of technology to support improvement and the management of information again to support improvement. The technology report has now been published and is generally positive with some proposals for improvement. It is proposed to take the report along with the second report on Information to Corporate Resources Overview and Scrutiny Committee for their consideration. Progress in implementing any improvement actions arising from the reports will be reported in subsequent update reports to Cabinet.

4.00 RECOMMENDATIONS

- 4.01 Cabinet note the progress made in the implementation of the Councils ICT Strategy.
- 4.02 Cabinet supports the proposals for the Corporate Resources Overview and Scrutiny Committee to take a lead role in the planned

review of the strategy (3.01 above) and in agreeing an action plan in response to the Wales Audit office proposals for improvement arising from their recent review of the service (3.06 above)

5.00 FINANCIAL IMPLICATIONS

5.01 The savings achieved from the collaborative procurement project referred to in 3.04 above are estimated at £400,000 for North Wales as a whole. Work is currently being undertaken to identify individual savings for all Councils.

6.00 ANTI POVERTY IMPACT

6.01 None

7.00 ENVIRONMENTAL IMPACT

7.01 None

8.00 EQUALITIES IMPACT

8.01 None

9.00 PERSONNEL IMPLICATIONS

9.01 None directly from this report.

10.00 CONSULTATION REQUIRED

10.01 None

11.00 CONSULTATION UNDERTAKEN

11.01 None

12.00 APPENDICES

12.01 None

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

Wales Audit Office Technology Review Feedback – May 2012
Better Connected 2012 – a snapshot of all local authority websites

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