

REPORT OF **Strategy, Performance & ICT Manager**

To: **Community & Resources Committee**

Subject: **Digital by Default & ICT Strategy**

Date: **24 October 2022**

Reference:

PURPOSE OF REPORT:

To receive and approve the Digital by Default & ICT Strategy 2022-25

1. INTRODUCTION

The Council's existing Digital by Default Strategy was approved by the Community & Resources Committee on the 16 October 2017 and is due a review.

Digital by default means digital services which are so straightforward and convenient that all those who can use digital services will choose to do so, while those who can't are not excluded.

2. REPORT

As we start to look to the future, our follow-up strategy takes into account what we have learnt during the pandemic and lays down how we can digitally enhance services to better meet the needs of our communities.

As the new Strategy indicates there is little doubt that the pace of change is increasing, with more of our customers using smart phones and tablets, and expecting to interact with us online and digitally, much like they do with their bank, supermarket, and other suppliers.

We believe that the greatest sustainable level of channel shift comes from offering better, simplified and more integrated digital solutions whilst of course not forcing away those customers who still need to use traditional channels such as telephone or in person visits.

The Strategy emphasises the importance providing a secure, resilient, and reliable core infrastructure as more and more of our services are reliant on technology.

This draft Digital by Default & ICT Strategy (appendix A) was fully endorsed by the Internal Scrutiny Committee on the 26 July 2022.

3. IMPLICATIONS

Legal Implications

Not applicable

Financial Implications

Not applicable as this is just the overarching strategy and any individual projects will be considered on a case-by-case basis



Human Resources Implications

Not applicable

Sustainability/Biodiversity Implications

Not applicable.

Equality/Diversity

Not applicable

Risk Management

Not applicable

Compliance with Policies and Strategies

This report is in accordance with the constitution

Data Protection (GDPR) Implications

No personal information

Climate Change

Included where appropriate in the strategy

Leader Views

Councillor Ken James - *I support this Digital by Default & ICT Strategy as the basis for the Council's continuing digital transformation*

4. CONCLUSIONS

Much of what we do today is driven by technology, which is advancing at a relentless pace and this Strategy provides the framework for how Torridge plans to embrace these changes and utilise them to improve the services we provide.

5. RECOMMENDATIONS

That the Digital by Default & ICT Strategy is approved as the framework for continuing our digital transformation.

