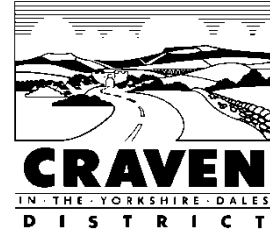


## Policy Committee – 7<sup>th</sup> June 2016

### CUSTOMER ACCESS AND DIGITAL STRATEGY



Report of ICT & Transformation Manager

Lead Member; Councillor John Dawson

Ward(s) affected: All

#### 1 Purpose of the Report

To approve Craven District Council's Customer Access and Digital Strategy

#### 2 Recommendations

Policy are recommended to:

Approve adoption of the Customer Access and Digital Strategy along with the approach and standards defined therein as set out at Appendix 1.

#### 3 Background

3.1 The Council is continually looking to achieve maximum value for money from its service delivery. The increasing take up of digital services offers a unique opportunity to not only reduce service cost but to improve those services. Digital facilities are essential to the delivery of all of the Council's services and are fundamental to transformation of services across the organisation.

3.2 The implementation of this strategy will operate to the following principles:

- secure
- easy to use
- aim to save both the customer and the organisation time
- aim to save both the customer and the organisation money
- informative
- accessible

The Council intends to achieve both the Corporate and Digital visions following the above principles. This will help our customer's engage in our digital service provision with confidence.

#### 4 Financial Implications

The Customer Access and Digital Strategy has been prepared to support the Council Plan, the ICT Strategy, The information Management & Governance Strategy and the Council's Long Term Financial Strategy, it is anticipated that the strategy will assist in the control and reduction of costs, it should be recognised that in order to achieve these benefits additional

# AGENDA ITEM 9

resource and effort will be required to carry out the programme of activity and this should be considered on a per business case basis.

## 5 Legal Implications

The Strategy assists in setting the foundation for ensuring the Council continues to maintain and handle its information assets appropriately.

## 6 Contributions to Corporate Priorities

The proposals in this report supports the Council's priority of 'Financial Resilience' by ensuring the Council remains sustainable and ensures provision of the necessary technologies to continue delivering essential front line services. The proposal also supports maintaining an effective and modern Infrastructure which underpins all of the priorities and actions within the Council's key priorities and provides the necessary security and continuity arrangements necessary for safeguarding the Council's data and essential services.

## 7 Risk Management

The implementation of the proposals in this report will be subject to the Council's formal project and programme management procedures which ensure risks are considered and mitigated as appropriate and highlighted through the established governance arrangements.

## 8 Equality Impact Assessment

The Council's Equality Impact Assessment Procedure **has been** followed. An Equality Impact Assessment **has not** been completed on the production of the strategy as completion of **Stage 1- Initial Screening** of the Procedure identified that the proposed strategy, procedure or function **does not have** the potential to cause negative impact or discriminate against different groups in the community based on •age • disability •gender • race/ethnicity • religion or religious belief (faith) •sexual orientation, or • rural isolation.

## 9 Appendices

Appendix 1 – Customer Access and Digital Strategy

Appendix 2 – Customer Access and Digital Strategy Delivery Plan

## 10 Author of the Report

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