

Response to Request for Information

Reference FOI 002303
Date 14 May 2018

Digital Transformation Strategy and Data Sharing and Analysis

Request:

A) Digital Transformation Strategy

1. Do you have any Digital Transformation program and/or strategy?
[Yes](#)
2. What are your digital transformation priorities / objectives for 2018/19?
 - [Enable 365/24/7 always on self-service to digital services.](#)
 - [Automate transaction processing by enabling digital processes.](#)
 - [Automate mundane and repetitive tasks.](#)
 - [Enable citizen multi-channel / omnichannel engagement.](#)
 - [Improve the management, quality and utilisation of information.](#)
 - [Enable informed and evidenced decision making through improved analytics capability.](#)
3. What is the value of any budgetary savings associated with digital transformation for 2018/19?
[The digital transformation programme has a revenue budget target saving of £500,000 for 2018/19.](#)
4. What is the breakdown of these budgetary savings by service area?
[Saving in the operational and software licensing costs of Customer Services and ICT.](#)
5. Who is in charge of this program/strategy development in your organisation?
[Andy Hoare, Digital Transformation Director](#)
6. Does the council have a specific digital transformation team?
[Yes](#)

7. Who is the officer responsible for digital transformation in your organisation?
[Andy Hoare, Digital Transformation Director](#)
8. Have you allocated a specific budget for Digital Transformation activities in 2018/19 and 2019/20? If yes, please state how much for each year.
[A budget of £3,000,000 has been allocated for digital transformation activities during 2018/19.](#)

[It is planned that the programme will be completed by end of 2018/19.](#)
9. Have you applied or do you plan to apply to government funding for Digital Transformation? (e.g. City deals, DCMS Urban Connected Communities)
[The Council has been granted £4,900,000 from DCMS Local Full Fibre Network programme.](#)
10. Have you received or do you plan to apply for government funding to support digital transformation? E.g. City deals, DCMS Urban Connected Communities. If yes, who from and how much has been received?
[See response to question 9 above.](#)

B) Data Sharing and Analysis

1. Do you have an internal data sharing plan/strategy for enhancing the efficiency & effectiveness of operations within the council? (e.g. Data sharing across Revenue & Benefit, Social Care, Housing, Community Safety, Environment)
[The strategy is currently being drafted in preparation for sharing and adoption during Autumn 2018.](#)
2. Do you have a multi-agency data sharing plan/strategy for enhancing the efficiency & effectiveness of your operations within your council? (e.g. data sharing across police, fire and rescue, NHS services).
[There are several multi-agency agreements in place currently and these are being used to inform the development of the data sharing strategy.](#)
3. Who is the officer responsible for delivering your data sharing program/strategy development?
[Jennifer Brake, Service Director Public Service Reform](#)
4. What are your priorities / focus relating to data sharing/analytics?
[See our response to question 1. above.](#)
5. Have you allocated a budget for data sharing activities during 2018/19 and 2019/20? If yes, how much for each year?
[No specific budget has been allocated, however this will be a consideration during the development of the strategy for future years.](#)

[NOT PROTECTIVELY MARKED]

6. Are you using or do you plan to use a specific technology platform for delivering data sharing within your organisation?
[See our response to question 1. above.](#)
7. If yes, was / will this technology be an off the shelf packaged solution, a bespoke solution or developed in-house?
[See our response to question 1. above.](#)