

Cabinet



Date of meeting:	12 January 2021
Title of Report:	Digital Plan (2020-23)
Lead Member:	Councillor Jon Taylor (Cabinet Member for Education, Skills and Transformation)
Lead Strategic Director:	Andy Ralphs (Strategic Director of Customer and Corporate Services)
Author:	Mandy Macdonald
Contact Email:	amanda.macdonald@plymouth.gov.uk
Your Reference:	N/A
Key Decision:	Yes
Confidentiality:	Part I - Official

Purpose of Report

The Digital Plan (2020-23) sets out our digital ambition for the next three years.

This is an overarching document which gives a clear direction for the council to:

- meet the growing demands for seamless digital services
- use data and technology to ensure limited public resources are used wisely
- work with residents, businesses and partners to maximise the use of digital technology and data, creating innovative solutions for shared challenges
- ensure everyone can benefit from digital technology and the internet

Recommendations and Reasons

Recommend that the Digital Plan (2020-23) is approved by Cabinet because digital has been identified as key enabler for delivering change to deliver the following outcomes:

- a better and more consistent customer experience
- improved reputation in responding to raised expectations for ease of access and 24/7 online services
- more cost effective and efficient ways of working
- improved digital access, skills and opportunities across the city
- collaboration and identification of shared digital challenges, issues and opportunities across the city

- supporting business growth and infrastructure development
- improved resilience in light of an uncertain future (post COVID-19)

Alternative options considered and rejected

N/A

Relevance to the Corporate Plan and/or the Plymouth Plan

This plan complements and will help us deliver our Corporate Plan.

“Making Plymouth a fairer city, where everyone does their bit “

Listening to our customers and communities

We will use digital tools to make it easier for customers and communities to have their say and engage in the democratic process.

Providing quality public services

We will design services with users so their needs are met. We'll prioritise our customers' needs above our organisational silos and local internal working practices.

Motivated, skilled and engaged staff

We will build our digital skills and knowledge across the organisation. Staff will have the right tools, systems and data to enable them to continually improve processes and performance.

Spending money wisely

Well designed, user-centric digital services will be more cost-effective. Ensuring the majority can self-serve digitally will mean other resources can be freed up for those with more complex needs. We'll use data to target our resources in the right areas.

A strong voice for Plymouth regionally and nationally

We've signed up to the Local Digital Declaration which commits us to working in the open wherever we can. We'll share our plans and experience, and work collaboratively with other organisations, Local Authorities and MHCLG, to re-use good practice.

This plan also links to the Plymouth City Council IT plan 2020-23. The IT plan aims to ensure we have the right technology in place to drive transformational change and service improvement.

The plan supports the Accommodation Framework 2020-2023, particularly in enabling flexible ways of working and improving access to services online.

In addition, the Digital Plan supports our People Plan 2020-24 which commits us to becoming a workforce that is adaptable to the changes local authorities will face over the next five years.

The Digital Plan has been developed during the COVID-19 pandemic and lessons learned have informed the vision, principles and themes. The plan complements Resurgam: Plymouth's COVID-19 Economic Recovery Plan, which sets out our proposals and plans for reducing the impact of COVID-19 and delivering a more equal, sustainable and prosperous city post-COVID-19.

Implications for the Medium Term Financial Plan and Resource Implications:

No direct implications identified.

Carbon Footprint (Environmental) Implications:

None specifically identified as yet.

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

** When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.*

The document includes our desired outcome to tackle digital exclusion which promotes equality of opportunity.

Appendices

**Add rows as required to box below*

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	Digital Plan (2020-23)							

Background papers:

**Add rows as required to box below*

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
	1	2	3	4	5	6	7
N/A							

Sign off:

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Originating Senior Leadership Team member: Pete Honeywell (Transformation Architecture Manager)											
Please confirm the Strategic Director(s) has agreed the report? Yes Date agreed: 01/12/2020											
Cabinet Member approval: Councillor Jon Taylor (Cabinet Member for Education, Skills and Transformation) Date approved: 05/01/2021											