Together we are delivering your

New Somerset Council

Digital, Data and Technology Strategies

Kevin Chorley, Paul Davidson, Toffer Beattie

MENDIP DISTRICT COUNCIL

Sedgemoor Creating Opportunity

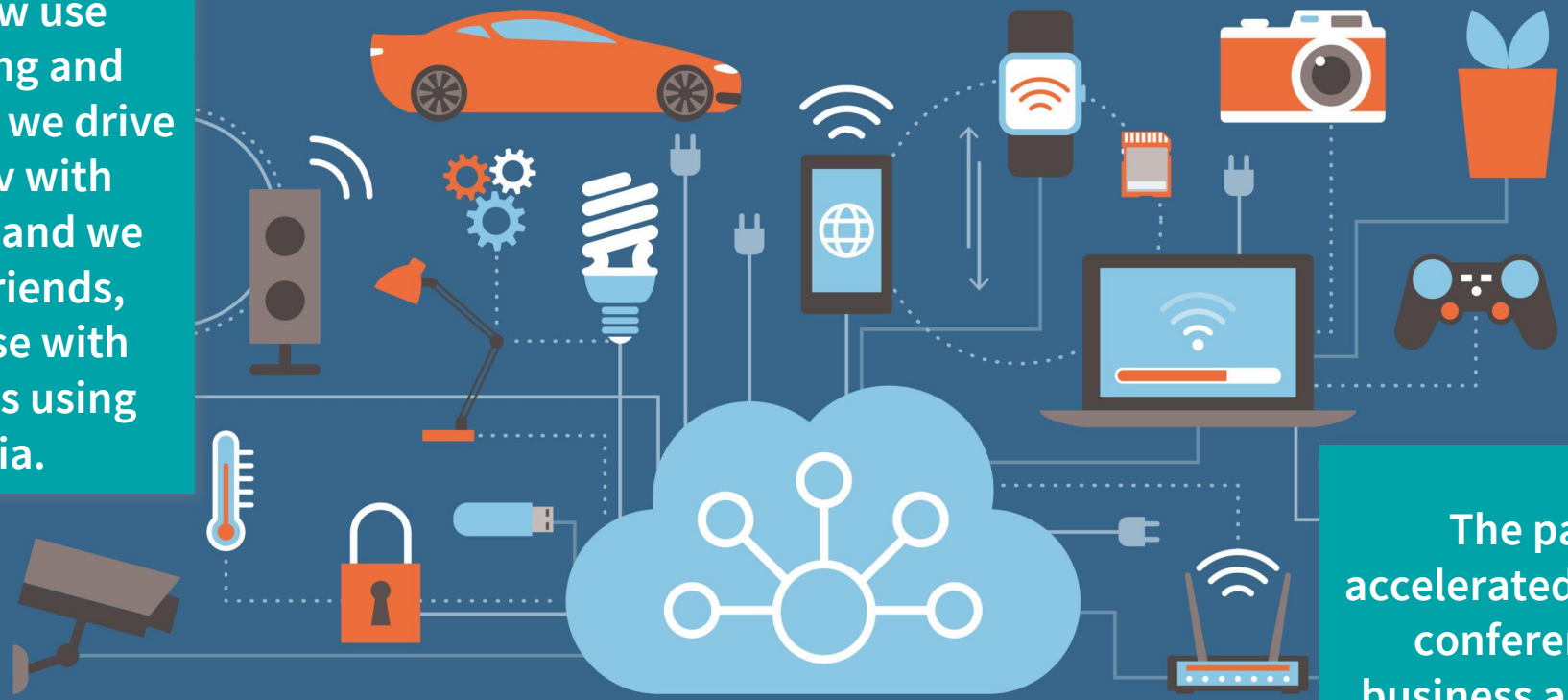
SOMERSET County Council

Somerset West and Taunton

South Somerset District Council

WHAT IS DIGITAL?

Many of us now use internet banking and online shopping; we drive using a sat-nav with traffic updates, and we connect with friends, family and those with shared-interests using social media.



The pandemic has accelerated the use of video-conferencing for both business and pleasure, and for many, working from home is the new normal.

WHAT IS DIGITAL?

Examples of Digital in Somerset

There are already some great examples of Digital in Somerset such as:

FREEING UP HOSPITAL BEDS

By keeping track of care providers with space to take in patients who are ready for discharge

SOMERSET INTEGRATED DIGITAL eRECORD

A safe way for health and social care staff to access medical information

REPORT A PROBLEM ON THE ROAD

Send us a picture of a pothole and get regular updates about the repair

BUSINESS GRANTS

Rapid identification and application processes during the pandemic

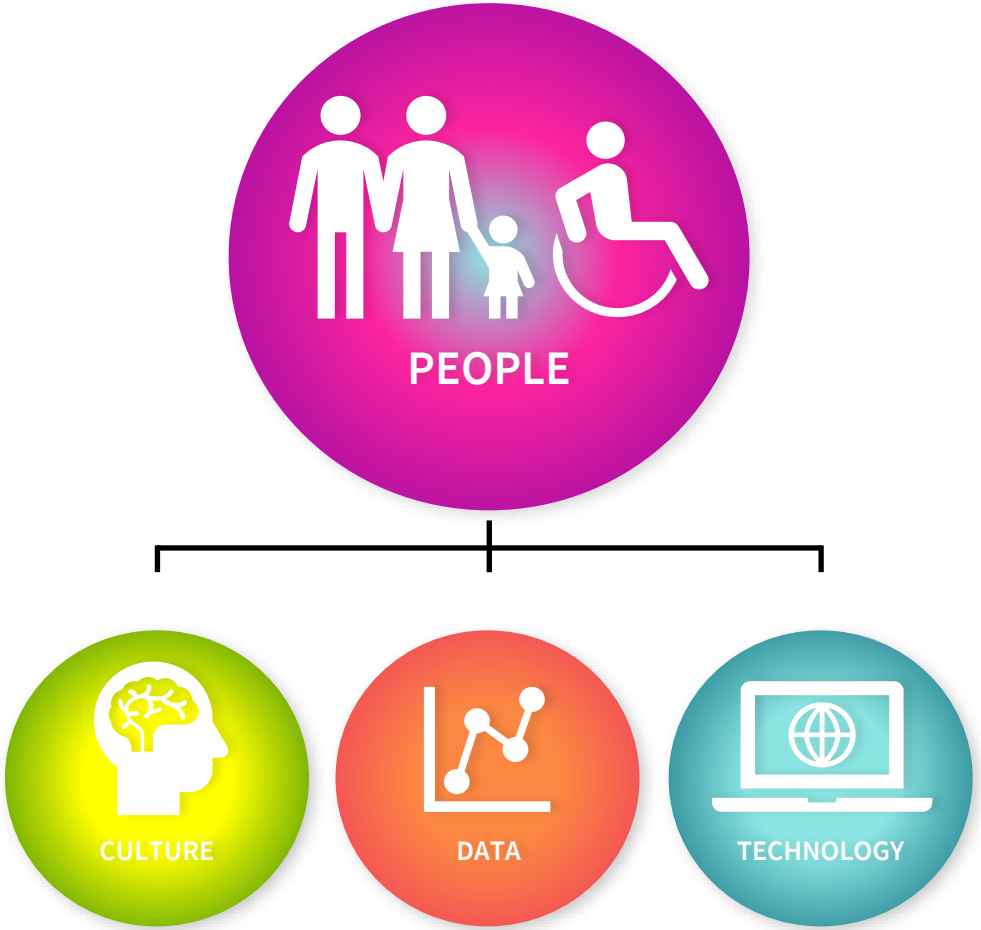
Why Digital?

Digital is for ...

- Savings and Efficiencies
- Customer Satisfaction
- Prioritising use of Resources
- Supporting the most Vulnerable
- Protecting the Environment
- Democracy and Participation
- Growth and Opportunity

and more...

What is Digital?



SCOPE & REACH

The Digital Strategy

DIGITAL CUSTOMER	Providing a joined up digital experience for customers as they access council services
DIGITAL COUNCIL	Promoting a digital culture for collaboration and innovation
DIGITAL PLACE	Leading and inspiring the many agencies that serve Somerset to introduce smart solutions, infrastructure and connectivity
DIGITAL CARE	A focus on integrating health and social care to support collaboration, personalisation and early intervention, to increase independence and wellbeing
DIGITAL INCLUSION	Improving skills, access and confidence for our staff and customers

DIGITAL PRINCPLES

UNDERSTAND & ADDRESS USER NEEDS

Undertaking customer research to learn the full context of what the user is trying to achieve

PROMOTE A DIGITAL CULTURE

Leadership to champion and communicate a digital agenda

BE DATA LED

Using data to make better decisions

BE AGILE

Empowering teams to deliver requirements iteratively and incrementally

SHARE, RE-USE AND JOIN-UP

Sharing and reusing data, platforms and processes to provide an efficient, joined-up experience

FOCUS ON VALUE

Digital programmes and deliverables are founded on known goals and policies

BE TRUSTED

Encourage take up and adoption of Digital by building trust with stakeholders

INCLUDE EVERYONE

Digital inclusion is about ensuring the benefits of the internet and digital technologies are available to everyone

DATA STRATEGY

Protecting and Exploiting Data to help deliver our digital ambitions

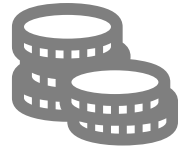
PROTECTING	Assurance that the council can be trusted to handle personal data and ensuring that our Services can rely on quality data
EXPLOITING	Re-using and sharing data; Business Intelligence – data led; prevention; transparency
FOR EVERYONE	For staff, managers, members, partners and the public
ACTION PLAN	Mostly existing LGR deliverables, brought together into a cohesive story about data, across a series of capabilities/professions
SCOPE	Fits with the Scope and Principles of the Digital Strategy

Technology Strategy

How we will use technology to help deliver our digital ambitions

Move to		Move from	
Flexibility	✓	Get what you're given	✗
PAYG	✓	Restrictive Contracts	✗
SMEs and Start ups	✓	Big vendors	✗
Open technology	✓	Proprietary tech	✗
New technologies	✓	Dated tech	✗
Cloud first	✓	On-premise	✗

Future IT will be more 'commoditised'. Shift from CAPEX towards OPEX



Generalist procurement procedures and skills are unlikely to be fit for the future digital marketplace

Systems development ((product management/change delivery/integration) skills will be needed

We should establish a team dedicated to future/emerging technologies

Together we are delivering your

New Somerset Council

Thoughts?

MENDIP DISTRICT COUNCIL

Sedgemoor Creating Opportunity

SOMERSET County Council

Somerset West and Taunton

South Somerset District Council