



Buckinghamshire County Council
Finance, Performance and Resources
Select Committee

Title:	Smarter Bucks Strategy
Committee date:	13 th November 2018
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Cabinet Member sign-off:	Councillor John Chilver

Purpose of Agenda Item

- To present the Smarter Bucks Strategy (2018–2020) and receive comments from the FPR (Finance, Performance and Resources) Select Committee, before presenting it to Cabinet.

Background

- The Council's previous ICT Strategy was last published in 2015. The majority of recommendations and actions were completed or superseded. The Smarter Bucks Strategy has been prepared to cover the next two year period (2018–2020) and is attached as Appendix A.
- The lifespan of this strategy is shorter due to the number of strategic changes taking place across Buckinghamshire, in relation to integrating health and social care and the ICT and digital developments.
- To support the integration, Buckinghamshire County Council along with its partners the Clinical Commissioning Group and Buckinghamshire Healthcare Trust, appointed a Joint Strategic Director for Information Assets and Digital Development to work across the Integrated Care System (ICS), to ensure that all technical and digital programmes are shaped around individual need rather than organisational boundaries. The aim is to significantly improve the customer experience when accessing public services across Buckinghamshire, and to use technology to deliver cost and time efficiencies across all the public sector providers within Buckinghamshire.



- A Buckinghamshire wide Customer, Information and Digital Strategy will be presented to members for consideration in 2019.

Summary

- The Smarter Bucks Strategy builds on the strong work undertaken to date by the Council in the areas of ICT and digital provision. The Council recognises the role that technology plays in improving quality of access to services, and has approved significant investment in technology over the next few years to achieve this.
- These investments include making sure residents and businesses have access to fast, reliable broadband to enable 24/7 access to Council services through improved on-line provision; and providing Members and staff with the tools to more effectively undertake their work across the county to better support residents, staff and visitors.
- The strategy is made up of five themes:
 - **Smarter County** – using technology to create opportunities and ensure Buckinghamshire thrives;
 - **Smarter Communities** – safeguarding our vulnerable and building self-reliant communities;
 - **Smarter for Customers** – making it easier for people to access our services;
 - **Smarter Council** – creating an efficient organisation, helping staff and Members to do their jobs;
 - **Enablement** – delivering this strategy and ensuring value for money.

It will be underpinned by the ICT Improvement Programme to ensure that the ICT and digital operating model is shaped around business and customer need, and that ICT and digital services adapt their staffing, supplier and contractor arrangements, processes and use of technologies to meet the changing organisational landscape.

The Improvement Plan will be shaped to deliver the following key outcomes:-

- Enabling solutions for the workforce to be able to work flexibly, where and when it best suits them, their customers and service users;
- Working with our partners to shape the joint Programme around improving the health and wellbeing of the local population through technology-enabled integrated health and social care services;

- Robust, timely and accessible information that drives informed decision-making, service commissioning and business transformation;
- A flexible, scalable and secure infrastructure where service cost is tied to applications, and usage and user experience is managed.

The ICT Service will continue to operate a hybrid staffing model of a core baseline in-house team and supplier contracts, supplemented by supplier and flexi-resources. Delivery of this Strategy will require additional resources to ensure that the right capacity and capabilities are available to deliver across the concurrent programmes. These will be presented to the ICT and Digital Board along with the proposed Improvement Programme and Strategy Delivery Plan

The programmes and projects approach will adopt appropriate PRINCE2 and Agile Project methodologies to ensure effective governance and management of plans, milestones, resources, risks and issues. These are currently under development.

Resource implications:-

None at this stage. The Council has an approved Capital Programme for ICT projects which is currently being reviewed in line with the Smarter Bucks Strategy and the requirements of the ICT Improvement Programme. A revised capital programme, Smarter Bucks Delivery Plan and the ICT Improvement Plan are under development.

RECOMMENDATION:

The Select Committee notes this report and provides any comments before it is considered by Cabinet on 10 December 2018.