

## Bath & North East Somerset Council

MEETING/ DECISION MAKER:	<b>Cllr Charles Gerrish, Cabinet Member for Finance and Efficiency</b>	
MEETING/ DECISION DATE:	<b>On or after 30 September 2017 (for single Member decision)</b>	EXECUTIVE FORWARD PLAN REFERENCE:
		E2995
TITLE:	<b>Digital by Choice</b>	
WARD:	All	
<b>AN OPEN PUBLIC ITEM/</b>		
<b>List of attachments to this report:</b> Digital By Choice – Context to the Decision		

### 1 THE ISSUE

- 1.1 The Council has provisionally approved £5m capital to generate a £3m pa revenue saving by becoming a Digital Council.
- 1.2 At Bath & North East Somerset, the aim is to become Digital by Choice. Digital channels should be lowest cost to serve and are preferred by many because they are convenient and suit the customer. Some of our citizens will still want or need to use alternatives including telephone or our One Stop Shops. These channels will continue to be available however our expectation is that easy to use, well-designed digital solutions will result in a large shift to this channel – which will be better for citizens and the Council.
- 1.3 In order to progress the programme and build some initial business cases to put in place solutions, £0.5m of the provisionally approved capital is requested to be fully approved.
- 1.4 Subsequently, business cases will proceed as invest to save on a rolling basis, however the programme needs some initial pump priming to get the first business cases completed.

### 2 RECOMMENDATION

The Cabinet Member is asked to:

- 2.1 Approve the release of £0.5m of the £5m provisionally approved capital to support the production of initial business cases

### **3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)**

- 3.1 The capital will initially be funded from ICT reserve with option to fund from capital receipts when we agree our new 5 year financial strategy in October 2017.

### **4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL**

The programme is called Digital by Choice because whilst the aim is to move more transactions and information online, in line with Government Digital Services, some of our community will still want and / or need to communicate with the Council by phone or in person at a One Stop Shop. These channels will continue be available, ensuring access to the Council is equitable.

Digital solutions will be designed having regard to the requirements of the General Data Protection Regulation (GDPR). UX (user experience) expertise will also be used to inform design to ensure that solutions are usable.

Digital solutions are more environmentally and financially sustainable. One of the aims of the digital programme is that digital channels will be the cheapest cost to serve (transactions) whilst use of paper and multiple systems is expected to reduce.

An equalities impact assessment has been completed and published.

There are no direct statutory implications at this stage.

### **5 THE REPORT**

- 5.1 See attached document *Digital By Choice – Context to the Decision*

### **6 RATIONALE**

- 6.1 Customer Insight demonstrates that digital solutions are wanted and needed. All sectors either have or are developing into digital organisations. Central Government is strongly encouraging the public sectors e.g. NHS Digital, Government Digital Services. Becoming a more digital organisation is something that we must do.

### **7 OTHER OPTIONS CONSIDERED**

- 7.1 The Council can no longer continue to be non-digital. Services and customers operate in a digital world. Whilst we have some digital solutions in place we need to significantly expand and enhance our offer.

### **8 CONSULTATION**

- 8.1 Statutory Officers, Cabinet Member for Finance and Efficiency

### **9 RISK MANAGEMENT**

- 9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

<b>Contact person</b>	<i>Angela Parratt 01225 396576</i>
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**Background  
papers**

*Digital By Choice Context to the Decision*

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