

Single Member Cabinet Decision**Executive
Forward Plan
Reference****E2995****Approval to release £0.5m of provisionally approved capital**

Decision maker/s	Cllr Charles Gerrish, Cabinet Member for Finance & Efficiency
The Issue	<p>Digital By Choice Programme</p> <p>The Council has provisionally approved £5m capital for the corporate Digital by Choice programme. Approval is now sought to release £0.5m of this to progress the programme.</p> <p>The programme will deliver new or improved digital capability to the Council through increasing the automation of manual tasks and extending access to digital channels. This will lower the cost to serve and provide additional options for customers who wish or need to, transact with the Council.</p> <p>Existing channels (telephone & One Stop Shops) will still be available for those who cannot or prefer not to use digital options. However the expectation is that developing easy to use, well designed digital solutions will result in a large shift to this channel, reducing cost for the Council and improving service for customers.</p>
Decision Date	9 October 2017
The decision	The Cabinet Member for Finance and Efficiency approves the release of £0.5m of the £5m capital provisionally approved for the Digital by Choice programme.
Rationale for decision	<p>In order to progress the Digital by Choice programme there is a need for pump priming to undertake initial work and develop business cases for digital solutions. These will enable the Council to work more efficiently and transact with its customers more effectively and at lower cost.</p> <p>Central Government is actively encouraging the public sector to become digital organisations, this includes guidance and digital solutions to support initiatives by local government and other organisations.</p>
Financial and budget implications	The Council has provisionally approved £5m capital, initially funded from ICT reserve with option to fund from capital receipts when we agree our new 5 year financial strategy in October.

Issues considered (these are covered in more detail in the report)	<p>An Equalities Impact Assessment has been completed and published.</p> <p>A risk assessment related to the issues and recommendation has been undertaken in compliance with the Council's decision making risk management guidance.</p>
Consultation undertaken	Strategic Management Team, Divisional Directors Group, Informal Cabinet, Scrutiny Panel.
How consultation was carried out	Meetings with key stakeholders, submission of reports and other documents.
Other options considered	The only other option is to remain as we are with limited digital capability. Over time, this is likely to leave us lagging behind both the public and private sector. It would make it more difficult to continue to serve our citizens in the context of reducing budgets and resources. Our customers and staff rightly expect that the Council will progress in line with other organisations and continue to develop digital options for service delivery.
Declaration of interest by Cabinet Member(s) for decision, including any dispensation granted:	
Any conflict of interest declared by anyone who is consulted by a Member taking the decision:	

Signatures of Decision Makers	
Date of Signature	
Subject to Call-in until 5 Working days have elapsed following publication of the decision	