
Bath & North East Somerset Council

Improving People's Lives

Digital, Data & Technology Strategy
June 2021

Strategy Context

- Covid-19 fundamentally changed our workforce operating model overnight
- Council needed to think differently about the way we work and this accelerated opportunities to increase flexibilities and the pace to deliver
- Also recognised the vital interdependency in how digital, data and technology underpins majority of Council service provision
- Significant dependencies on Customer Access and Data Management
- Support from SOCITM Advisory Service (external challenge) including benchmarking against other local authority strategies
- Engagement and initial feedback from key senior service managers
- Ensured links to Corporate Priorities and reference to Renewal Vision
- Draft has been prepared and further consultation in progress (high level outline detailed in following slides)

Strategy – Vision

The Strategy is built on three integrated elements –
Digital, Data & Technology, i.e. not just IT

Our Overall Vision is that –

‘We will build digital connectivity, based on intelligent data and the right technology to improve outcomes and opportunity for our residents, visitors, businesses and workforce’

Strategy – Principles

- » **PRINCIPLES – These overlay our overall approach**
- » **Focussing on user needs and building digital capability for all**
- » **Building sustainability into all technology development and improvements**
- » **Engaging and collaborating with a diverse range of staff, users and partners**
- » **Driving secure and intelligent data management into our technology and systems**

Strategy - Priorities

'We will build digital connectivity, based on intelligent data and the right technology to improve outcomes and opportunity for our residents, visitors, businesses and workforce'

Our 6 Priorities -

1. Provide Accessible Services to residents, businesses & visitors

2. Enable our Staff with the right technology, tools and training

3. Be an evidence led organisation using Data to drive transparent decision making

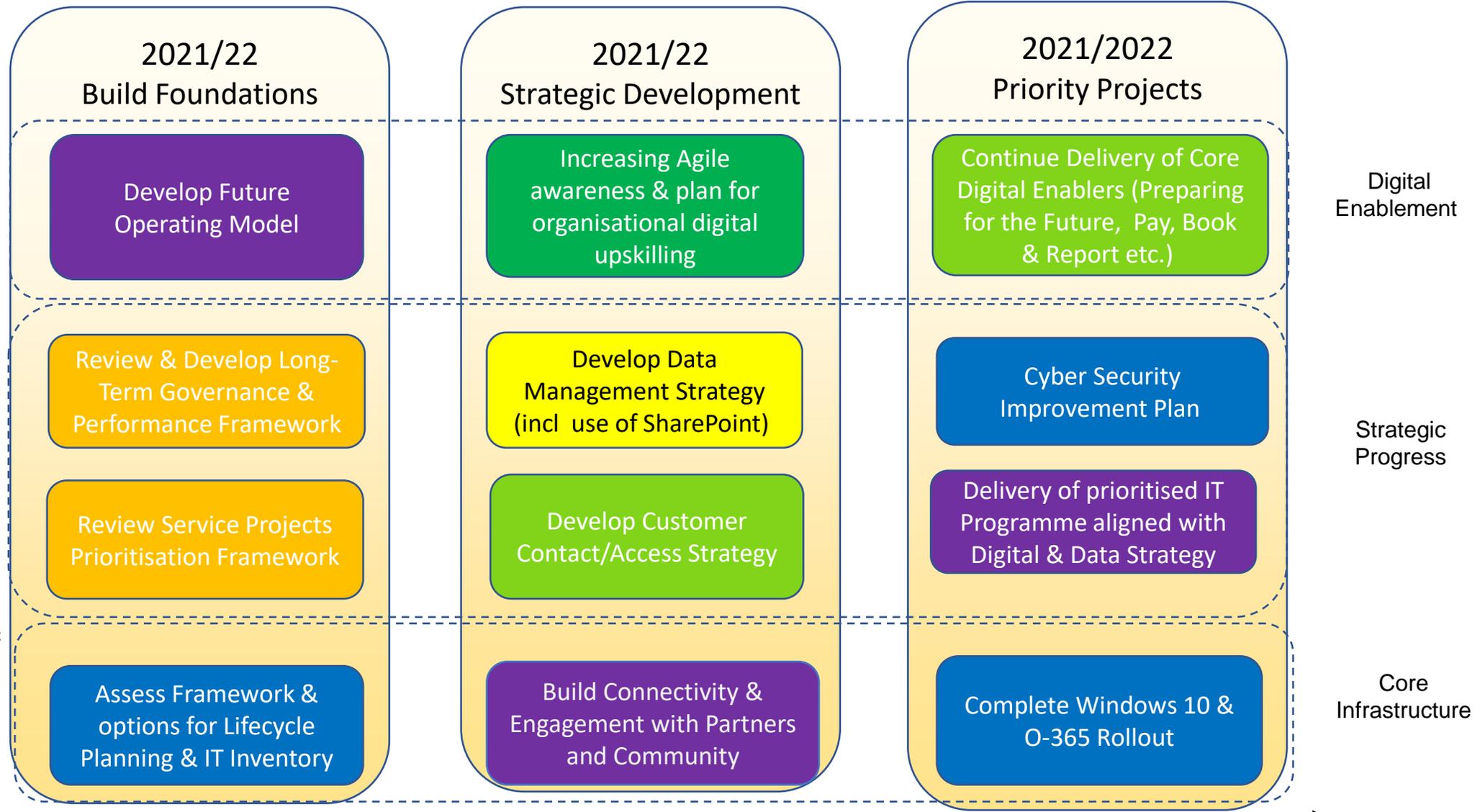
4. Provide an infrastructure that is agile, secure & connected

5. Build Digital Capability & Innovation across the organisation & our community

6. Deliver Value through Consistent standards, best practice & Good Governance

DD&T 21/22 Roadmap for Delivery of Strategy

- Theme 1: Provide accessible services to our residents, businesses and visitors
- Theme 2: Enable our staff with the right technology, tools and training
- Theme 3: Be an evidence led organisation using data to drive transparent decision making
- Theme 4: Provide a data and technology infrastructure that is agile, secure and connected
- Theme 5: Build Digital capability and Innovation across the organisation and our community.
- Theme 6: Deliver VFM through use of consistent standards, best practice and good governance



Improvement Journey

Next steps

- Final consultation and engagement to gain alignment, feedback & sign-off
- Adoption & Implementation in 2021/22 will have a focus on –
 - Refreshing Customer Access Strategy
 - Creation of Data Management Strategy
 - Options for Future Operating Model
 - Review of Investment planning
- Grateful for feedback from Scrutiny