

**MAIDSTONE BOROUGH COUNCIL**  
**RECORD OF DECISION OF THE CABINET**

Decision Made: 18 May 2011

**INFORMATION STRATEGY 2011 - 2014**

**Issue for Decision**

To consider the adoption of the Information Strategy 2011 – 2014.

**Decision Made**

That the Information Strategy 2011 – 2014 as set out at Appendix 1 to the report of the Head of ICT Services be approved.

**Reasons for Decision**

Citizens want to see better value, more choice and improved response from the Council. Technology has a major contribution to make in enabling the Council to meet these increasing expectations and rise to the challenges, now and in the future.

The Spending Review 2010 by the new government introduced huge cuts to local government budgets. It is crucial that the Council wrings every possible benefit from the use of technology as a strategic tool in order to meet this challenge.

The Information Strategy is therefore a key document that ensures that technology underpins the Council's priorities and core themes, supports and enables the Council's efficiency and transformation agenda, and provides a framework for the corporate control and management of its resources.

The Council's Information Strategy is a rolling three year document, reviewed annually to ensure it remains relevant. In presenting the Strategy for 2011 – 2014 it is important to recognise that the Council's investment in technology has continued to transform the way in which the Council provides services to citizens, businesses and communities.

This year's review of the Strategy is set against the national context of a continued drive for greater efficiency and more customer focused services. Using technology to deliver better public services is therefore the key focus of this strategy term, and to achieve this we will continue to promote and encourage the take-up of our e-services by customers; engage with managers and service providers to exploit the efficiencies available from existing and new systems; improve business processes through the introduction of technology, and encourage staff to make modern and efficient ways of working part of "the day job"; enable Members and partners to access the Council's information and services

electronically and encourage their constituents to do the same; exploit the full potential of partnership working and pursue opportunities for ICT to support shared services in Mid Kent, and across Kent.

This will provide real benefits in terms of efficiency and effectiveness. Over the next 12 months the Council will further exploit the opportunities provided by modern technology to improve services through business improvement initiatives..

### **Alternatives considered and why rejected**

It is not thought appropriate that the Council should not use technology as a strategic tool with which to develop its role within the community, and meet the aspirations of its stakeholders.

### **Background Papers**

None

Should you be concerned about this decision and wish to call it in, please submit a call in form signed by any two Non-Executive Members to the Head of Change and Scrutiny by: <b>25 May 2011</b>
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