MAIDSTONE BOROUGH COUNCIL

CABINET

9TH JUNE 2010

REPORT OF THE ASSITANT DIRECTOR OF
CUSTOMER SERVICES AND PARTNERSHIPS

Report prepared by: Dave Lindsay,
IT Manager

1.   Information Strategy 2010 - 2013

1.1   Issue for Decision

1.1.1 To consider the Council's Information Strategy 2010 – 2013.

1.2   Recommendation of the Assistant Director of Customer Services and Partnerships

1.2.1 That Cabinet approve the Information Strategy 2010 – 2013, and note that this is not the final version of the strategy; as the strategy is more firmly embedded within the service planning process, and the Council's information management needs become more apparent, this will be reflected in the strategy document.

1.2.2 That Cabinet note the change in title of this annual review from the 'ICT Strategy' to the 'Information Strategy' which reflects the shift in focus for the strategy from hardware and infrastructure to that of information management and business improvement.

1.3   Reasons for Recommendation

1.3.1 Citizens want to see better value, more choice and improved response from the Council. The Government wants to see efficient, streamlined services which are designed around the Customer. The Council wants all of this at a lower cost. Technology has a major contribution to make in enabling us to meet these increasing expectations and rise to the challenges, now and in the future. 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.

1.3.2 The Council's Information Strategy is a rolling three year document, reviewed annually to ensure it remains relevant. In presenting the Strategy for 2010 – 2013 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, partners, businesses and communities.

1.3.4 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;
- encourage customers to use communications channels which have a lower transaction cost;
- 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.

1.3.5 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.

1.3.6 This Information Strategy represent a major departure from the 'traditional' ICT Strategy as it attempts to describe the Council's use of Information as a strategic tool, rather than just describe how we use technology. As such, the strategy will be further informed and amended as the Council's understanding of its own information needs mature.

1.4 <u>Alternative Action and why not Recommended</u>

1.4.1 It is inconceivable 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.

1.5 <u>Impact on Corporate Objectives</u>

The Information Strategy supports the delivery of all the Council's corporate objectives; in particular it will help deliver an efficient and effective public service.

1.6   Risk Management

1.6.1   The IT Manager maintains an operational risk register which is attached to the IT Section's Service Plan.

Failure to provide a reliable technology platform and develop improved system and support arrangements could affect overall Council service delivery.

1.7   Other Implications

1.	Financial	X
2.	Staffing	
3.	Legal	
4.	Equality impact needs assessment	
5.	Environmental/Sustainable Development	
6.	Community Safety	
7.	Human Rights Act	
8.	Procurement	
9.	Asset Management	

1.7.1   Finance

A financial summary is included in the Strategy.

1.8   Background Documents

Information Strategy 2010 – 2013.

IS THIS A KEY DECISION REPORT?

Yes   [X]   No   [   ]

If yes, when did it first appear in the Forward Plan?

December 2009

This is a Key Decision because: It is a Corporate Strategy document.

Wards/Parishes affected: All