

**MAIDSTONE BOROUGH COUNCIL**

**CABINET**

**18TH MAY 2011**

**REPORT OF THE HEAD OF ICT SERVICES**

**Report prepared by: Dave Lindsay**

**1. Information Strategy 2011 - 2014**

1.1 Issue for Decision

1.1.1 To consider the Council's Information Strategy 2011 – 2014.

1.2 Recommendation of the Assistant Director of Customer Services and Partnerships

1.2.1 That Cabinet approves the Information Strategy 2011 – 2014 attached at **Appendix 1**.

1.3 Reasons for Recommendation

1.3.1 Citizens want to see better value, more choice and improved response from the Council. 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.

1.3.2 The Spending Review 2010 by the new government has 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.

1.3.3 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.

1.3.4 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.

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; 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..

#### 1.4 Alternative Action and why not Recommended

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 Impact on Corporate Objectives

The Information Strategy supports the delivery of all the Council's Corporate Objectives.

#### 1.6 Risk Management

1.6.1 The Head of ICT Services 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.	Social Inclusion	X
5.	Environmental/Sustainable Development	x
6.	Community Safety	
7.	Human Rights Act	
8.	Procurement	

#### 1.7.1 Finance

A financial summary is included in the Strategy.

#### 1.7.2 Social Inclusion

The ICT Strategy fully supports the Council’s Social Inclusion Strategy

#### 1.7.3 Environmental and Sustainable development

The Information Strategy incorporates the Council’s strategy for Green ICT.

#### 1.8 Background Documents

Appendix 1: Information Strategy 2011 – 2014.

Appendix 2: Achievements 2010-11.

**NO REPORT WILL BE ACCEPTED WITHOUT THIS BOX BEING COMPLETED**

Is this a Key Decision?      Yes            No     

If yes, when did it appear in the Forward Plan? October 2007

Is this an Urgent Key Decision?      Yes            No     

Reason for Urgency