Cheltenham Borough Council

Cabinet - 22 June 2010

ICT Strategy 2010 - 2015

Report of the Cabinet Member Corporate Services

1. Executive Summary and recommendation

1.1 The issue

1.1.1 Since the previous ICT strategy was approved in 2007 Cheltenham Borough Council has undergone many changes and ICT has been pivotal in supporting these. The updated strategy looks at the period 2010/11 to 2015/16 and has been developed taking into account the councils key initiatives and priorities and in conjunction with the council's medium term financial plan.

1.1.2 This strategy acknowledges that the pace of transformational change will continue to increase and it is vital that there is sufficient investment in technology and staff resource to ensure these changes are delivered successfully. Key technologies have been identified that will enable us to meet the challenges in supporting service transformation to be as flexible as possible and to deliver better and more efficient public services.

1.2 I therefore recommend that Cabinet:

1.2.1 Approve the ICT Strategy at Appendix 1, acknowledging that further work needs to be undertaken to firm up costs and an affordable programme to feed into the MTFS update supporting the preparation of the 2011/12 budget in the autumn of 2010.

1.3 Summary of implications

1.3.1 Financial

The draft ICT strategy identifies key projects which support the delivery of many of the key initiatives required to deliver the council's corporate plan. It includes indicative financial information which estimates the costs of delivery of the strategy which informs an assessment of how the proposals may impact on the Council's Medium Term Financial Strategy (MTFS).

Each individual project will be subject to a robust business case in order to ensure that the investment required represents good value for money. Over the coming months more work will be undertaken to determine which projects are justified on this basis. This will determine whether there is an additional resource requirement needed. This will be fed into the revision to the MTFS in the autumn of 2010 but inform future budget cycles.

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1.3.2 Legal

There are no immediate legal implications arising from the strategy. The strategy is aimed at improving services and taking advantage of any opportunities that arise from the strategies implementation

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1.3.3 Other

The strategy outlines the need for ICT to become more strategically focused and be in a position to support the council for the future, enable methods of service delivery to transform. It needs to take opportunities which may arise to adapt its service, delivering support to other organisations which could include partnering ICT teams from different authorities. This may have TUPE implications. The current ICT structure will be reviewed to ensure it is aligned with the aspirations of CBC. Any proposed changes will involve consultation with employees and their Trade Union representatives.

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1.4   Implications on corporate and community plan priorities

1.4.1   The ICT strategy has been developed taking into account the council's key initiatives and priorities. It directly supports the council's corporate strategy 2010 – 2015 and describes the approach to facilitating the delivery of the following:

Strategic commissioning

Corporate sourcing strategy and shared services

Accommodation strategy

Working Flexibly

Service access, delivery and improvement

Sustainability and Carbon reduction

1.5   Statement on Risk

1.5.1   A risk register is included as appendix E

2.   Introduction

2.1   Implementing a coordinated corporate ICT strategy which is aligned with the needs of Cheltenham borough council and the citizens it serves is key to realising the council's vision.

2.2   This strategy has also been developed taking into account the emerging Government ICT strategy and gives consideration to our commitment to provide ICT services to Cheltenham Borough Homes (CBH) and Cheltenham Festivals (CF).

2.3   The strategy builds on work already underway within the organisation and serves to reinforce how ICT can assist in the delivery of the corporate business aims.

2.4   The strategy also acknowledges the impact that the government connect programme has made on the council and the restrictions it places upon it, particularly working flexibly and the facilities that we can offer our members

3.   Background

3.1   The purpose of this strategy is to define Cheltenham Borough Council ICT strategy for the years 2010/11 through to 2015/16. In order to reflect the businesses need to meet the changing demands of our citizens and to keep pace with emerging technologies this strategy will be reviewed annually.

4.   Consultation

4.1   It is vital that this strategy is business led and therefore has been written following consultation with the senior leadership team, service managers, staff, members and our partners.

Meetings with assistant directors and their teams were held and the approach was agreed. ICT arranged for a number of suppliers to demonstrate technologies that CBC might exploit in the near future. A questionnaire was also developed and distributed to service managers and senior leadership team. ICT also held discussions around ideas about services and the technology we could develop or introduce.

Appendices

**1 Draft ICT Strategy 2010 -
2015**

Background Papers	Corporate strategy 2010 - 2015, Accommodation strategy ICT Strategy 2007 – 2010, Best practice guidelines as issued by the Society of IT managers, Government ICT Strategy, Code of Connection (Gov Connect)
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