



**REPORT of
DIRECTOR OF STRATEGY AND RESOURCES**

**to
STRATEGY AND RESOURCES COMMITTEE
13 JUNE 2024**

TECHNOLOGY STRATEGY 2024 - 2027

1. PURPOSE OF THE REPORT

- 1.1 To recommend the Technology Strategy 2024 – 2027 (**APPENDIX 1**) for approval by the Council.

2. RECOMMENDATION

To the Council:

That the Technology Strategy 2024 – 2027 (**APPENDIX 1**) be approved to replace the ICT Strategy 2021 – 2026 and run alongside the Corporate Plan 2024 - 2027.

3. SUMMARY OF KEY ISSUES

- 3.1 With the release of the new Corporate Plan 2024 – 2027, Maldon District Council's priorities were amended, and the Technology Strategy needs to shift to align to these.
- 3.2 Additionally, the Department for Levelling Up, Housing and Communities (DLUHC) wrote to the Council on 16 April 2024 to advise on expectations for 'Productivity in Local Government' and there is a requirement that Councils produce Productivity Plans as part of the Local Government Finance Settlement. The plans should include:
- How the Council has transformed the way it designs and delivers services to make better use of resources.
 - How the Council plans to take advantage of technology and better use of data to improve decision making, service design and use of resources.
 - the Council's plans to reduce wasteful spend in organisation and systems and any barriers to progress that Government can help reduce or remove.
- 3.3 The Technology Strategy is a key component of the Council's Productivity Plan as it defines how the Council will use technology and transform the way it work digitally.
- 3.4 The Strategy and accompanying roadmap are built on learning from the past three years around the Council's system capabilities, organisational strengths and weaknesses and development time for new processes.

- 3.5 It will comprise of four priorities:
- 3.5.1 **Cyber / Security – Managing risk, Security and Compliancy** - This will ensure the security and stability of all systems as the highest priority.
 - 3.5.2 **A Modern IT Infrastructure that enables digital transformation** - A structured and step change process to automating services based on available resources, with achievable timelines and agreed outcomes.
 - 3.5.3 **Streamlining process to create an agile and flexible digital service model** - Working towards providing efficiencies, improved quality, and savings where achievable.
 - 3.5.4 **System and Data – Developing information for business and customer insight** - To move towards an improved knowledge and use of data base to inform service delivery.
- 3.6 The draft strategy is provided at **APPENDIX 1**.

4. CONCLUSION

- 4.1 The Technology Strategy 2024 – 2027 is presented to this Committee to recommend to the Council for approval.

5. IMPACT ON PRIORITIES AS SET OUT IN THE CORPORATE PLAN 2023 - 2027

5.1 Supporting our communities

- 5.1.1 To support our community by providing the technological infrastructure to improve front line services.

5.2 Enhancing and connecting our place

- 5.2.1 The Technology will work to link data and organisations.

5.3 Helping the economy to thrive

- 5.3.1 To provide an improved IT infrastructure for delivering improved services to assist the local economy.

5.4 Smarter finances

- 5.4.1 To achieve efficiencies and savings using technology.

5.5 A greener future

- 5.5.1 To provide greater automation and reduce carbon footprint where possible.

5.6 Provide good quality services.

- 5.6.1 The Strategy will ensure the managed and controlled development of technology over the next four years.

6. IMPLICATIONS

- (i) **Impact on Customers** – Better, more connected services.
- (ii) **Impact on Equalities** – Expanding Council Services to the community.
- (iii) **Impact on Risk (including Fraud implications)** – Lowering risk throughout the authority.
- (iv) **Impact on Resources (financial)** – Smarter use of Resource to achieve more for less.
- (v) **Impact on Resources (human)** – Smarter use of Resource to improve workflow.

Background Papers:

None.

Enquiries to:

Grant Hulley, Lead Specialist ICT and
Annette Cardy, Assistant Director - Resources