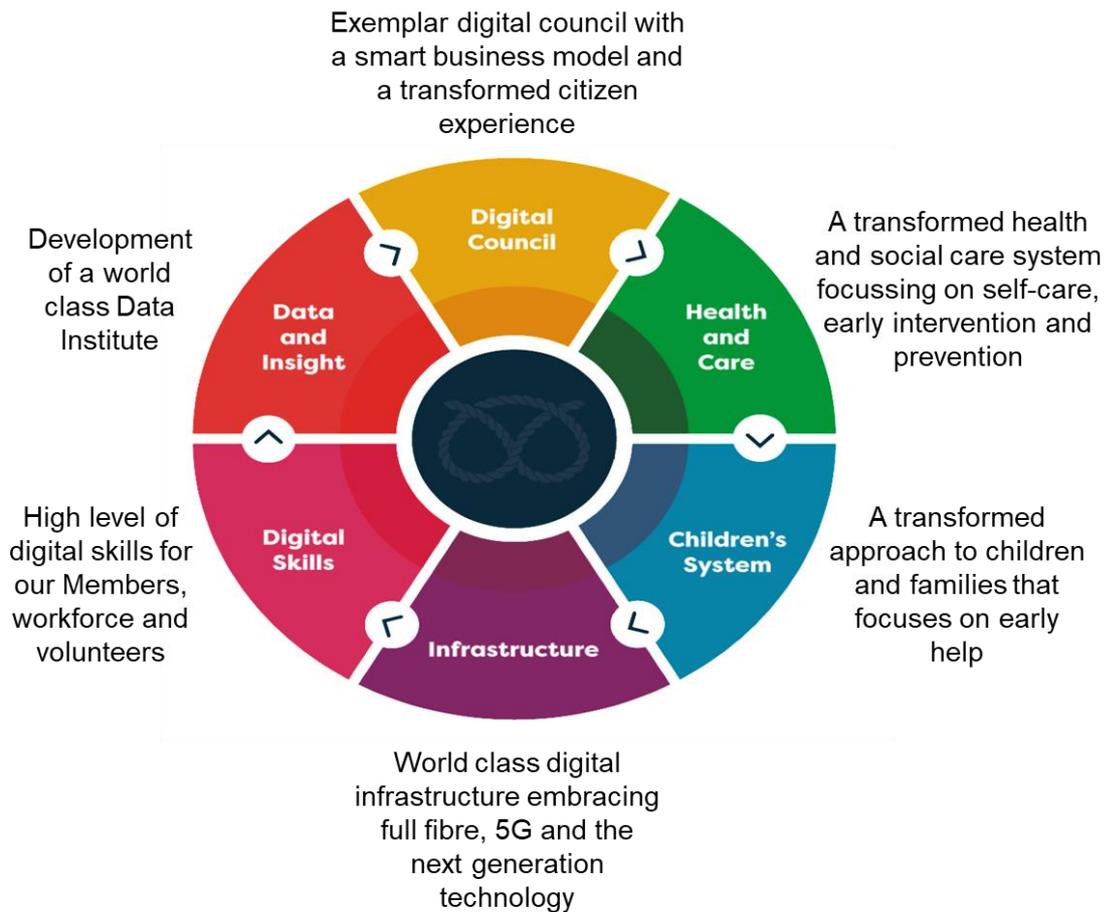


## Digital Recovery

Prior to the COVID-19 crisis, the county council was developing an ambitious strategy and clear programme of delivery for 2020/21. A new strategy and delivery programme had been agreed by the Senior Leadership Team in February and was scheduled for a Cabinet discussion in April. A high-level summary of the proposed strategy is shown below:



The consolidated programme includes 74 projects; 28 in concept, 27 in design and 21 in delivery. Digital has been central to the response phase and many projects have continued or have been accelerated. The innovation can be summarised in three ways:

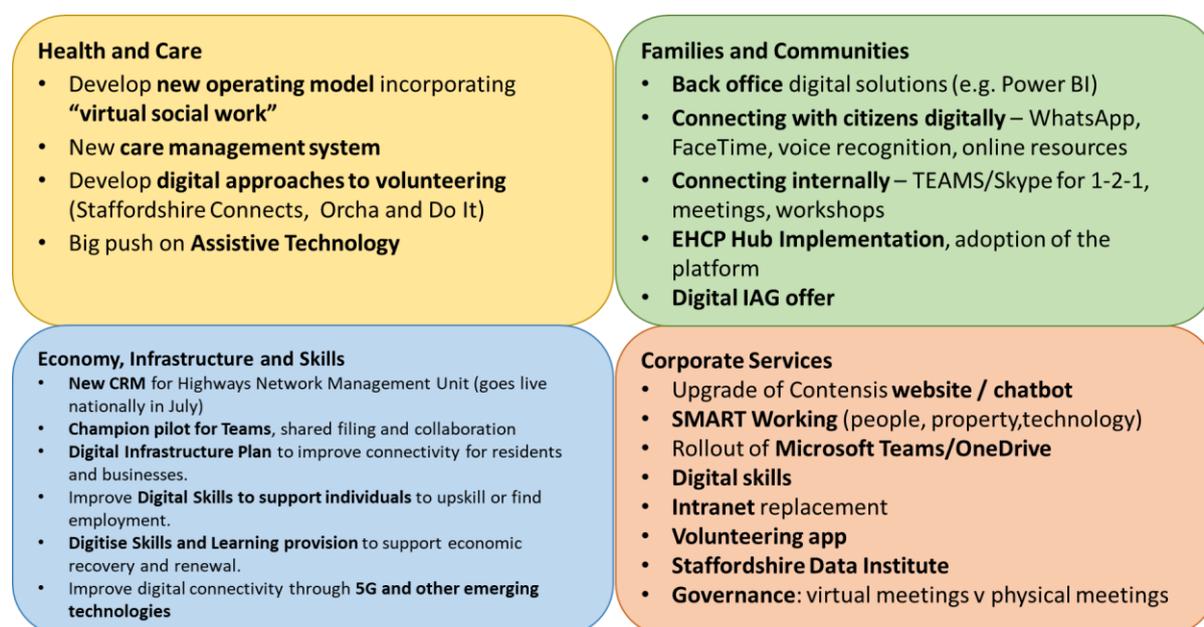
1. Smart and virtual working – the whole organisation has been ‘super smart’ and we have now rolled out Microsoft Teams to the whole organisation.
2. Virtual service delivery – we’ve seen a proliferation of virtual social work and streamlined assessments across Health and Care and Families and Communities in particular.

3. Communities – we've seen an explosion in people using platforms like Zoom and WhatsApp for the first time and people connecting and sharing on-line rather than face to face.

Whilst its too early to tell whether things will go back to normal within communities, its cleat the future will be very different and we need to be bold and ambitious around digital and presume that the digital progress we have made is part of the new normal as far as possible.

Having consolidate the current 100 or so digital projects into a clearer programme, the next 12 months was always going to be a period of strategic development and re-design with lots of work taking place around the children's system, SEND, case management systems, robotic process automation, for example.

This period of digital innovation will help inform this. From the work to date, each department has identified a number of new/changed digital priorities, these are summarised below:



Working with the Cabinet Members and the Digital Programme Board, work is underway to reset the programme informed by the learning and innovation from the response and recovery phase. We will bring an update on strategy and programme to Cabinet in June and then a fully developed programme in September 2020.

Whilst there is a huge strategic opportunity to become a digital council at pace; there are some risks and issues that we need to be mindful of:

Capacity, investment and priorities – we are likely to see a greater number of digital projects coming forward which we'll need to prioritise and ensure we can deliver.

Back to normal – we need to resist the temptation to go ‘back to the old ways’ and challenge ourselves hard so we can build and go further and faster where we can and appropriate.

Citizen expectations – we are likely to see greater demand for digital from our citizens and communities which whilst a good thing, we may have a challenge of meeting their expectations.