

Appendix 1 – Digital First Delivery Plan

#	Title & Description	Owners	Benefits	Investment
Digital Citizen				
1.	Digitalise Highway Assets Projects to include: <ul style="list-style-type: none"> • Creation of digital records and systems • Information on Environmental Information Regulations • Introduce self-service options • Interactive Work Programme information 	Mary Anne Raftery (Economy, Infrastructure & Skills)	<ul style="list-style-type: none"> • Improve customer experience • Reduce information demand • Improve works co-ordination 	Project is in early stage. Resource requirements identified subject to business case.
2.	Digital Inclusion Work with partners to identify barriers to digital inclusion and develop plan to address	Laura Ballinger (Corporate Services)	<ul style="list-style-type: none"> • Increase digital inclusion • Improve access to digital IAG and support • Improve outcomes for people at risk of digital exclusion 	Investigative work using existing resources.
3.	Digital Highways Development Improvements to information and reporting ability including: <ul style="list-style-type: none"> • Better information on work progress • Ability to view highway reports • Highways Your Way pages • Infrastructure+ performance dashboard • Streetlighting PFI and LED investment to improve reporting and information on work in progress. 	Mary Anne Raftery (Economy, Infrastructure & Skills)	<ul style="list-style-type: none"> • Improve information • Reduce demand (less duplication in issues reported) 	Elements will be provided as part of Confirm Workzone upgrade
4.	Countryside & Rights of Way Digital Development Developments including: <ul style="list-style-type: none"> • Launch of CAMS web asset reporting • Use of CAMS to develop an inventory of ROW assets • System to support management of issues and planned works in county parks • Improve IT connectivity at Cannock Chase Visitors Centre 	Sarah Bentley & Shona Frost (Families & Communities)	<ul style="list-style-type: none"> • Improve customer experience • Improve management information • Empower volunteer groups 	Project is in early stage. Resource requirements identified subject to business case.

5.	Self-Access Libraries Pilot site for self-access libraries	Catherine Mann (Families & Communities)	<ul style="list-style-type: none"> • Improve customer experience • Improve access for hard to reach groups • Increase use of libraries 	£4,500 funding allocated from library budget
6.	Website Developments Developments including: <ul style="list-style-type: none"> • Online Chatbot • Families & Communities IAG • Additional reporting ability <ul style="list-style-type: none"> ○ Fly posting ○ Multiple logging potholes • Multiple logging blocked gullies 	Richard Lancaster (Corporate Services)	<ul style="list-style-type: none"> • Improve customer experience • Reduce demand into Contact Centre / Service • Skills development in digital & ICT teams (chatbot development) 	<p>Risual consultancy to be funding from existing budgets.</p> <p>Additional funding required subject to business case</p>
7.	Staffordshire Connects Developments Developments including: <ul style="list-style-type: none"> • Care Leavers Hub • Develop Chatbot • Create link with Alexa • Complete DS5 system upgrade 	Richard Lancaster (Corporate Services)	<ul style="list-style-type: none"> • Improve customer experience • Improve search functions • Improve accessibility and visibility • Improve accessibility and visibility of Carers information 	Project is in early stage. Resource requirements identified subject to business case.
8.	Self Service Library Kiosks Update existing self-service kiosks in libraries	Catherine Mann (Families & Communities)	<ul style="list-style-type: none"> • Improve customer experience Enable chip & pin and contactless • Provide Advertising opportunities 	Funding allocated from library budget
9.	History Centre Online Develop online access to Staffordshire History Centre	Joanna Terry (Families & Communities)	<ul style="list-style-type: none"> • Improve customer experience • Enable access on demand 	Project is in early stage. Resource requirements identified subject to business case.

Digital Council

10	M365 (Smart Working) Implement Microsoft 365 for personal and shared storage and implement Teams collaboration workspace	Matt Gratton (Corporate Services)	<ul style="list-style-type: none"> • Increase collaborative working • More efficient collaboration • Support agile working 	£250,000 required Per annum costs for E5 licences £500,000
11	Data Institute Identify improvements in how data is shared and used between partners	Kerry Dove (Corporate Services)	<ul style="list-style-type: none"> • Improve data sharing • Improve data quality • Skills shared between partners 	£193,000 required (to be split between partners)
12	Customer Experience Investigate how digital can improve customer experience including: <ul style="list-style-type: none"> • Digitalise systems for visitors to SCC buildings (Staffordshire Place) • Digitalisation of registrars (online bookings deaths & marriages) • Review general enquiries and identify additional areas of demand that could be digitalised • Digitalise complaints system 	Tracy Thorley (Corporate Services)	<ul style="list-style-type: none"> • Improve customer experience • Reduce demand 	Project is in early stage. Resource requirements identified subject to business case.
13	New Intranet (Smart Working) Redesign of the internal intranet site to use M365 functionality	Cristian Marcucci (Corporate Services)	<ul style="list-style-type: none"> • Improve search functionality reducing demand on service areas • Improved contact information • Increased usability of intranet 	To be met within existing resources

14	<p>Digital HR Improvements including:</p> <ul style="list-style-type: none"> • Automate Information, Advice & Guidance • Chatbot/Power virtual assistant for Advice & Guidance • Explore a new case management system for employee relations • Improve applicant tracking system • Revised jobs and careers webpages • Use social media to promote jobs and careers • Implement a Learning Experience Platform • Support virtual learning and virtual onboarding • Develop Starters and Leavers section on Go • Introduce organisations charts in My HR • Develop an interactive People Handbook • Develop corporate system for managing DBS applications 	Sarah Getley (Corporate Services)	<ul style="list-style-type: none"> • Reduce demand on service and release resources • Improve management information • Improve user experience 	Any resource requirements identified will be subject to business case.
15	<p>Digital Skills Development plan that will support staff and elected members gain the skills they need to work digitally, efficiently and agilely</p>	Adam Rooney (Corporate Services)	<ul style="list-style-type: none"> • Increase digital skills • Increase efficiency and productivity • Increase collaboration 	Project is in early stage. Resource requirements identified subject to business case.
16	<p>Information Asset Register Creation of a digital Information Asset Register (IAR)</p>	Natalie Morrissey (Corporate Services)	<ul style="list-style-type: none"> • Data held in one system • Data owner can manage own data (reduce demand on IGU) • Management of data sharing, data accountability and data security 	Project is in early stage. Resource requirements identified subject to business case.

17	Digital Archives Create a digitised records management system	Joanna Terry (Families & Communities)	<ul style="list-style-type: none"> • Improve access to information Archives available online • Closure of QB records centre and move to other storage facilities 	Project is in early stage. Resource requirements identified subject to business case.
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Digital Care

18	Children's Transformation We are transforming the way we work across Children and Families. This will include: <ul style="list-style-type: none"> • Reviewing and improving how we maximize the use of digital to work with partners, our staff teams and the families with whom we work with. It will deliver: <ul style="list-style-type: none"> ○ Improved information advice and guidance to help people remain independent and support themselves ○ Improve staffs ability to engage with and maximize the use of digital technologies to improve practice ○ Increased use of data to target our support more effectively and streamline the systems and processes including: <ul style="list-style-type: none"> • AXiS developments • Online SEND assessments and portals • Online access to services such as emotional wellbeing and support 	Janene Cox Natasha Moody (Families & Communities)	<ul style="list-style-type: none"> • Maximise the use of digital in how services are provided and accessed • Improved use of data to target interventions • Transform working practices to be more digital and be more efficient and effective • Increase the ability of users to manage their own choices to maintain independence 	Funding of 20k has been allocated An initial quote of £163k has been supplied to ensure local premises are digitally accessible. This will be subject to a business case and will be part of our property review.
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19	Future Care System Investigate alternative options for social care case management, including developing a first of type system	Care System Development Lead (Health & Care)	<ul style="list-style-type: none"> • Support the transformation of Adults Social Care. • Further benefits will be identified as part of Business Case 	Project is in early stages. Investigations to be carried out with existing resources. Future Care System funding estimated at between £3m to £9m
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20	STP Integrated Care Record Implement joint health and care records Phase One – Adults (complete) Phase One – Children’s (paused) Phase Two – Introduce Patient Held Records	Care System Development Lead (Health & Care)	<ul style="list-style-type: none"> • Information held in one place • Improve decision making • Visibility of activity • Joined up working • Reduce duplication 	Funding for post to support work in place. Further investment to implement may be required
21	Virtual Social Care Create a digitally enabled and skilled adult social care workforce, communities and care providers.	Care System Development Lead (Health & Care)	<ul style="list-style-type: none"> • Digital confident workforce • Promote smart working • More efficient process 	Project is in early stages. Investment required to be identified, and subject to Business Case
22	Improved Health & Care Intelligence Use data effectively to improve services and inform future planning	Care System Development Lead (Health & Care)	<ul style="list-style-type: none"> • Improve analysis • Improve decision making • Improve trend analysis 	Existing resources
23	CareDirector Transformation Identify how functionality in v6 (due July 2021) will support the transformation of adults and children’s social care	Care System Development Lead (Health & Care)	<ul style="list-style-type: none"> • Project is in early stage. • Benefits will be identified 	Project is in early stage. Investigations will be completed with existing business resources
24	Assistive Technology Identify how Assistive Technology can meet people’s needs and promote its use	Jon Topham (Health & Care)	<ul style="list-style-type: none"> • Independence and control for customers • Expand our range of Assistive Technology • Digital confident workforce • Cost effective solutions 	Funding may be requested as technology identified.
25	Home Care Monitoring & Brokerage System Procure a system to support the digital monitoring of Home Care	Care System Development Lead (Health & Care)	<ul style="list-style-type: none"> • Improve efficiency • Cost effective • Improve management information 	Investment required will be identified as part of Business Case for procurement
26	Provider Management Database Develop an inhouse system to track provider capacity and status during Covid-19	Care System Development Lead (Health and Care)	<ul style="list-style-type: none"> • Improve information • Improve co-ordination • Faster decision making 	Project is in early stage. Resource requirements identified subject to business case.

Digital Economy

27	Digital Infrastructure Strategic Framework Develop a Digital Infrastructure Strategic Framework (DISF) for Staffordshire covering <ul style="list-style-type: none"> • Assets • Fibre & 5G 	Tony Baines (Economy, Infrastructure & Skills)	<ul style="list-style-type: none"> • Clarity on vision, key priorities and actions required to achieve gigabit connectivity in Staffordshire 	Development resources allocated. Significant future investment may be required
28	Rural Gigabit Broadband voucher top up Allocate top up support of £3,500 (residential) and £5,500 (SME) to around 500 premises	Tony Baines (Economy, Infrastructure & Skills)	<ul style="list-style-type: none"> • Provide gigabit connectivity to around 500 premises 	£1,000,000 gain share funding allocated
29	Transport Development Improvements including: <ul style="list-style-type: none"> • Real Time Bus Timetable mobile app • Home to school services including <ul style="list-style-type: none"> ○ Transport application ○ Pupil management on public and contract transport ○ Service management ○ Strategic Decision making • System to manage personal transport budgets and petrol allowance • Traffic surveys using mobile apps • Promote digital meetings with partners 	Clive Thompson / James Bailey (Economy, Infrastructure & Skills)	<ul style="list-style-type: none"> • Improve customer experience 	Additional funding subject to business case
30	Digital Community Learning Programme The programme will provide online and blended learning to residents using digital delivery	Amanda Darlington (Economy, Infrastructure & Skills)	<ul style="list-style-type: none"> • Improves essential digital skills and employability • Promotes progression to further learning and development 	Grant funded investment

31	<p>HWRC ANPR Smart Data Management Development to Household Waste Recycling Centres information by using Automatic Number Plate Recognition to support viewable information including:</p> <ul style="list-style-type: none"> • Real time traffic queues • Trader permit system 	Clive Thompson / James Bailey (Economy, Infrastructure & Skills)	<ul style="list-style-type: none"> • Improved customer information • Improve ability to identify unauthorised trader visits 	Additional funding subject to business case
32	<p>Replace Access Databases Develop or purchase systems to replace Access Databases in use across the directorate.</p>	Mike Grundy (Economy, Infrastructure & Skills)	<ul style="list-style-type: none"> • Improve data security • Improve system resilience • Potential release of resources 	Additional funding subject to business case