



Council Overview and Scrutiny Committee  
11 September 2014

**Digital Transformation within Surrey County Council**

**Purpose of the report:** Scrutiny of Services and Budgets/Performance Management/Policy Development and Review

**Background:**

In October 2013 the Council Overview & Scrutiny Committee received a report as part of its initial consideration of issues relating to the 'digital by default' approach to service delivery.

The Committee recommended to the Cabinet that consideration was given to:

- developing a high-level strategy document to help guide its approach to digital delivery and;
- identifying a Cabinet Member to take lead responsibility for the Council's overall approach to the digital delivery of services.

Since the above recommendations were made, a Chief Digital Officer post was created and recruited to, and the Cabinet Member for Business Services was allocated lead responsibility for digital services.

The Chief Digital Officer is invited to the Council Overview & Scrutiny to Committee to report progress of digital transformation within Surrey County Council. The proposed platform approach is attached at **Annex 1**.

**Progress report highlights:**

- Lucie Glenday appointed Chief Digital Officer 13 Jan 2014
- Initial 100 day plan agreed by CLT on 20 Jan 2014
- 100 day plan delivered on time (see **annex 2**):
  1. External Advisory board created and members invited
  2. Principles around Technical Architecture, Data, Procurement and Platform agreed within the organisation.
  3. The Digital Leadership Certificate and the Digital Leadership one day light course, have been created.
  4. A networked team created to deliver on the four programmes of work
  5. Communications strategy agreed to sit alongside the network leadership communication
  6. Statutory duties and powers mapped and broken down into component functions
  7. Data flows mapped across common functions

8. Four programmes of work identified to join up common data sets (see **annex 4, 5, 6, 7**).

- Programme teams have expanded into service areas since the first 100 days were completed.
- The individual programme 100 days started and the September deadline and deliverables agreed (see **annex 3**)

### Recommendations

That the Committee scrutinises the progress of digital transformation within Surrey County Council and;

- Agrees the focus of any future work by the Committee on this topic
- Considers whether it wishes to make any recommendations to Cabinet or officers

### Next steps

Identify future actions and dates.

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#### Report contacts:

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#### Sources/background papers:

*Council Overview & Scrutiny Committee Papers, 3 October 2013*  
*Cabinet Papers, 23 October 2013*