SURREY
COUNTY COUNCIL

Council Overview & Scrutiny Committee
3 October 2013

Digital by Default

Purpose of the report: Policy Development

The Committee will be looking at the Council's approach to Digital by Default. This is a far ranging piece of work with the potential to take an overview across all the Council's directorates

Introduction:

1. This meeting will be used as an opportunity to look at the following questions raised at the Committee's forward planning workshop in July 2013, with a possibility for further scrutiny at a later date:

Session 1: Digital by Default – Setting the context

•   What do we mean when we talk about digital by default?

•   What is happening in central government around digital by default?

•   What are other public sector organisations doing in relation to digital by default?

Session 2: Digital by Default – Surrey and its Digital Strategy

•   What services do the Council already deliver digitally, and what benefits are there in expanding their digital services?

•   What are the costs, savings and risks attached to a digital by default approach?

•   How is the Council ensuring a consistent and joined-up approach to implementation across the directorates?

2. Attached are the following annexes:

Annex 1 is a general briefing prepared by Lucie Glenday, Programme Director for the Superfast Broadband Project, outlining the Digital by Default approach in both a national and local context.

Annexes 2-4 are briefing notes prepared by Democratic Services and circulated to the Committee in advance of the meeting, aimed at providing detailed context and expanding on the key issues.

Appendix 1 is the executive summary of the Society of IT Management (SocITM) report 'Planting the Flag: a strategy for ICT-enabled local public services reform'.

Recommendations:

That the Committee considers the key factors related to a Digital by Default approach in Surrey for residents, Surrey County Council and partners, and agrees the focus of any future work by the Committee on this topic.

Next steps:

Identify future actions and dates.

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Sources/background papers: These are listed as footnote references in each of the annexes.