

# APPENDIX T

## WAVERLEY BOROUGH COUNCIL

### CORPORATE OVERVIEW AND SCRUTINY COMMITTEE – 22 JUNE 2009

#### EXECUTIVE - 7 JULY 2009

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**Title:**

**INFORMATION AND COMMUNICATIONS TECHNOLOGY –  
VISION AND DIRECTION OF TRAVEL 2009 - 2012**

[Portfolio Holder: Cllr Taylor-Smith]  
[Wards Affected: All]

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**Summary and purpose:**

To consider the Council's Information and Communications Technology (ICT) Vision and Direction of Travel 2009 – 2012 which is aligned with, and supports, the Council's priorities. The Corporate Overview and Scrutiny Committee considered this report at its meeting on 22 June 2009 and its comments are noted at the end of the report.

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**How this report relates to the Council's Corporate Priorities:**

The Council's Information & Communications Technology (ICT) service aims to maximise the potential of technology to deliver transformed and improved quality services for Waverley. Key to supporting the Council's aims of promoting and achieving "Value for Money and customer focus" is a modern ICT vision that is closely aligned to its corporate aims and priorities.

**Equality and Diversity Implications:**

The ICT vision and direction of travel would support the Councils' equalities and diversity initiatives by utilising technology to measure and monitor how information is used across the authority. One of the aims of the document would be to identify who we are delivering services to and how effectively they are being delivered. ICT aims to improve the accessibility of information, for example, by supporting our staff to do their jobs effectively through easily accessible information as well deploying assistive technologies where appropriate.

**Resource/Value for Money implications:**

This report seeks the endorsement of the Council to an overall direction in ICT which aims to maximise the potential of technology to deliver transformed and improved quality services for Waverley. Once adopted officers will prepare a costed and prioritised work programme to deliver the strategy.

## **Legal Implications:**

There are no direct legal implications.

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## **Background**

1. The ICT Vision and Direction of Travel 2009 – 2012 document, attached as Annexe 1 to this report, reflects the growing importance of ICT and its link to transforming business, which is reflected in the development of a strong ICT base. An overriding aim of the Council will be to achieve a more consistent, positive and value for money customer experience by improving the customer facing elements of the Council and consolidating the support and logistic elements (the Back Office). Increasingly Waverley will use information and communication technologies to bring together the people, processes and technology required to deliver successful change and modernisation. At the core of this approach will be the development of customer knowledge/insight leading to more focused, personalised and responsive service delivery based on customers needs.
2. The ICT Vision and Direction of Travel has been agreed by the Corporate Management Team and by the Heads Of Service Team.
3. Subject to approval of the aims set out in the attached document officers would prepare detailed programmes of work and investment in systems and applications that are in accordance with the business objectives set out.

## **Conclusion**

4. The ICT Vision and Direction of Travel 2009 - 2012 set out in the Annexe to this report will be submitted to the Corporate Overview and Scrutiny Committee for consideration before being passed to the Executive.
5. The Executive will be asked to approve the ICT Vision and Direction of Travel 2009 - 2012. The document will then be forwarded to Council for approval.

## **Comments from the Corporate Overview and Scrutiny Committee**

The Committee endorsed the ICT Vision and Direction of Travel 2009-2012, subject to delivery plans being affordable and justified by a clear benefit to the Council's customers, and to pass the following observations to the Executive:

- i) The Committee suggested that there might be scope to investigate the use of 'live-chat' as an alternative to one-to-one meetings between members and officers or, for example, planning or benefits surgeries
- ii) The Committee also felt that Business Continuity might be better secured by partnering with a local authority more geographically distant than Guildford. The concern was that there was a risk that an incident that affected Waverley might also affect Guildford, and therefore a shared, relatively local back-up facility might not be as secure as one that was more distant.

## **Recommendation**

The Executive is asked to recommend to the Council that the ICT Vision and Direction of Travel 2009 – 2012 be adopted.

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### **Background Papers (SD(E))**

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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### **CONTACT OFFICER:**

**Name:** Roger Standing

**Telephone:** 01483 523221

**E-mail:** [roger.standing@waverley.gov.uk](mailto:roger.standing@waverley.gov.uk)