

Digital Innovation and Efficiency Committee

**Minutes of the Meeting Held on 11 July 2018
10:00am, Edwards Room, County Hall, Norwich**

Present:

Mr T Garrod (Chairman)

Mr D Bills
Mr E Colman
Mr S Eyre
Mr T FitzPatrick

Dr C Jones
Mr D Rowntree
Mr T Smith

Substitute Member Present:

Mr T Adams for Dr M Strong

Other Members Present:

Mr A Proctor
Miss A Kemp

1. Apologies for Absence

- 1.1 An apology for absence was received from Dr M Strong.

2 Minutes

- 2.1 The minutes of the previous meeting held on 11 May 2018 were confirmed by the Committee and signed by the Chairman subject to the addition of the following at the end of minute 11.5:
Ensure that local cooperative broadband suppliers are included in the provider liaison group.

3 Declarations of Interest

- 3.1 There were no declarations of interest.

4 Items of Urgent Business

4.1 There were no items of urgent business.

5 Public Question Time

5.1 There were no public questions.

6 Local Member Issues/ Member Questions

6.1 There were no Local Member Issues/ Member Questions.

7 Chairman's Update

7.1 There were no Chairman's announcements.

8 Finance Monitoring

8.1 The annexed report (8) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received.

8.2 The Committee received a report by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services that provided the Committee with information on the budget position for services reporting to Digital Innovation and Efficiency Committee. It also provided information on the use of reserves and details of the capital programme.

8.3 Members were informed that Table 1 of the report should be amended so that it referred at line 'Technical Programme, DNA', columns '2018 – 19' Budget' and at line '2018 – 19 Outturn Forecast' to both figures being £1.169m. The Committee heard that the reserves set aside for the Better Broadband for Norfolk programme were not currently planned to be used in 2018 – 19, however, the "Skype for Business" capital funding, that was reported as part of Table 2 on page 16 of the agenda, would be used during the current financial year.

8.4 RESOLVED

That the Committee note:

- 1. The 2018 - 19 revenue position for this Committee.**
- 2. The 2017 - 18 to 2020 – 21 capital programme for this Committee.**
- 3. The 2018 – 19 reserves position for this Committee.**

9 IMT Performance Indicators

9.1 The annexed report (9) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received.

9.2 The Committee received a report by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services that provided operational dashboard information based on the eight vital

signs performance indicators that fell under the remit of this Committee. All IMT indicators were reported as on target (green).

- 9.3 One of the two Customer Services indicators was reported as green, the below target indicator for website satisfaction would be the subject of a report at the September Committee meeting.
- 9.4 The Committee was pleased to hear that the Council had achieved 4 stars overall in “Better Connected 2017-18” (details can be found by following the link set out below).

9.5 **RESOLVED**

That the Committee:

- 1. Note the information provided in this report.**
- 2. Congratulate those staff who have been involved in the Council achieving 4 stars overall in Better Connected 2017-18 (which is part of a national review undertaken by a team of professional reviewers of Council websites on their performance from a visitor perspective). More details can be found at <https://betterconnected.socitm.net/usability>. This placed Norfolk in the top ten of UK Council websites.**

10 **Digital Economy and Growth**

- 10.1 The annexed report (10) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received.
- 10.2 The Committee received a report by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services that introduced Members to the Norwich technology sector within the wider context of the national picture.
- 10.3 Members noted that nationally and locally, the ICT and digital creative sector was important for economic growth delivered through innovation and productivity. Nationally, artificial Intelligence (AI) and big data analysis under-pinned the government’s Industrial Strategy. Regionally the New Anglia Local Enterprise Partnership (NALEP) regarded the digital sector as one of three sectors crucial for delivering growth across all sectors. Whilst the sector had potential to provide strong employment growth and productivity increases, shrewd and focussed knowledge transfer could support productivity gains across all industrial sectors.
- 10.4 Some of the key challenges facing the digital economy that were identified during the meeting were summarised as:
- Finding new ways to take a more county wide perspective and engage more with those who live and work in Norfolk’s market towns and isolated rural communities. (The Committee heard of work that was being undertaken in this respect in the Swaffham area).

- Work to provide opportunities for innovation based technologies to flourish.
- Links with Tech East Ltd and with the academic sector to promote the ICT and digital creative sector.
- Encouraging IT graduates to remain and move to Norfolk.
- The sharing of technical expertise and knowledge between different sectors of the Norfolk economy and those who work in the digital creative sector.
- The work to support the Cambridge/Norwich corridor and to build up East/West links.
- Finding new ways to tackle basic deficiencies in IT skills in the local economy.

10.5 **RESOLVED**

That the Committee:

- 1. Note the Economic Development Service areas of activity in relation to economic growth and support for the ICT digital creative sector.**
- 2. Approve the direction of travel of future activity as set out in the report, and ask to receive updates at future meetings on the following issues:**
 - a. The work that was being done with Tech East Ltd (a not for profit company set up by Norfolk and Suffolk local authorities and the Local Enterprise Partnership) to promote the ICT and digital creative sector within Norfolk and Suffolk;**
 - b. Initiatives to improve the digital skills of the Norfolk workforce;**
 - c. An action plan for how the County Council could help to deliver innovation and growth in the technology sector of the Norfolk economy.**

11 **Internet of things and Associated Networks**

- 11.1 The annexed report (11) by the Executive Director of Finance and Commercial Services was received.
- 11.2 The Committee received a report by the Executive Director of Finance and Commercial Services about the Internet of Things (IOT) and associated networks, that provided new opportunities for the Council to explore alternative ways of delivering services and achieving outcomes for the people of Norfolk.
- 11.3 Members were informed that these technologies presented a significant opportunity to quickly trial new approaches and consider how they could transform the way in which services were delivered and achieve savings. In addition, they presented an opportunity for schools, colleges and universities to create, learn and experiment with the technology. Local small to medium enterprises and entrepreneurs would be able to exploit the proposed Norwich based network to develop new solutions to old problems and thereby stimulate economic growth and enable Norfolk as a whole to be at the forefront when it came to digital technology. It was pointed out that while researching the report, an extensive soft market testing exercise was undertaken which involved many companies ranging from blue chip multinationals, such as Microsoft, IBM, Cisco, Amazon, Phillips and

Huawei, through to local small to medium enterprises and local academia. Officers and Members had attended several conferences and vendor events to ensure the Council remained aware of all the latest technologies and user cases.

11.5 RESOLVED

That the Committee:

- 1. Approve the launch of the Norwich based LoRaWAN network in July 2018.**
- 2. Approve the launch of a schools' competition in October 2018.**
- 3. Approve the Hackathon proposals scheduled in October 2018.**
- 4. Direct officers to develop and return to committee with specific business cases, to exploit sensors and networks in areas such as street lighting and social care.**

12 Digital Inclusion Action Plan

12.1 The annexed report (12) by the Executive Director of Community and Environmental Services was received.

12.2 The Committee received a presentation and a report by the Executive Director of Community and Environmental Services that gave Members an update on work carried out since March 2018 to promote digital inclusion in Norfolk.

12.3 The presentation explored an alternative way of identifying where the risk of digital exclusion was likely to be greatest by looking at the Experian's Mosaic Digital dataset. This approach made use of a population segmentation database which divided the UK population into 11 Groups and provided insights into UK consumers' digital loves, their attitude to new technology, device ownership and online competency. Members were made aware that work on this approach to digital exclusion was being done in the Swaffham area

12.4 The following Mosaic Digital Groups were identified as the most likely to be at risk of being digitally excluded, based on their population characteristics and online competence:

"Online Escapists"

"Mobile City"

"Tentative Elders"

"Beyond Broadband"

"Savvy Switchers"

12.5 Members asked that the presentation be published on the County Council's Committee pages website.

12.6 RESOLVED

That the Committee:

Note progress with the strategy and approve the action plan included with the report.

13 Assistive Technology

13.1 The annexed report (13) by the Executive Director of Adult Social Services was received.

13.2 The Committee received a report by the Executive Director of Adult Social Services that provided an update on work in progress and planned to support the development of a new strategy and approach for assistive technology in Adult Social Services.

13.3 It was pointed out that this work was aimed at supporting people to live independently for longer and to reduce demand on services and budgets. Norfolk's Assistive Technology team, which was part of Adult Social Services, currently assessed approximately 2,000 people a year and figures recently received from n-able showed that there was a total of approximately 7,000 people currently receiving assistive technology in Norfolk. Most assessments undertaken by the Assistive Technology team resulted in the provision of equipment. However, there was currently no way of establishing the impact of the service and long-term benefits to both the individual and the Department. A few key issues were identified during the review that needed to be addressed to ensure that the benefits of AT were maximised to prevent, reduce and delay the need for formal care and support and that consideration of assistive technology was fully integrated into practice across all areas of the Department.

13.4 The Committee noted that the Council was developing an Innovation Centre in the mezzanine area of County Hall to demonstrate new technology to services and staff in four distinct areas, home of the future, office of the future, meeting room of the future and cafe. This should enable new business systems, consumer technology, internet of things and assistive technology (mentioned earlier in this report) to all be shown in one place. It would be a "living lab" changing as technology evolves. A tour of the innovation centre will be arranged for Members of the Committee after the next committee meeting.

13.5 RESOLVED

That the Committee:

- 1. Note progress to date on the review and work in progress.**
- 2. Receive further updates on the development and implementation of the new strategy and model.**

14 Liquidlogic/Social Care System Replacement Implementation

14.1 The annexed report (14) by the Executive Director of Adult Social Services was received.

- 14.2 The Committee received a report by the Executive Director of Adult Social Services that provided Members with an update on progress of the Social Care System Replacement (SCSR) programme. Phase One had now been delivered: the Adults and Finance Go Live took place on schedule and after live testing, was released to staff on 22 November 2017; Children's and Finance Go Live went live on 3 May 2018, with the completion of the first pay run for Direct Payments on 11 May 2018. The departments wanted to fully exploit the potential benefits of the new Liquidlogic and ContrOCC systems and Phase Two of the Programme was underway.
- 14.3 The programme was forecast to be on budget. Based on other local authorities' experience it was very rare to deliver this volume of functionality in Phase One and was testament to the quality, dedication, hard work and determination of the project team.

14.4 **RESOLVED**

That the Committee:

- 1. Note the progress on delivering the new Social Care System for Adult Social Services, Children's and Finance.**
- 2. Look to receive further reports at future meetings of this Committee.**

15 **Risk Management Update**

- 15.1 The annexed report (15) by the Executive Director of Community and Environmental Services was received.
- 15.2 The Committee received a report by the Executive Director of Finance and Commercial Services that provided the latest corporate and departmental level risk as at July 2018, following the review conducted in June 2018. It was noted that risk management was reported to the Committee in its own right but was aligned with, and complemented, performance and financial reporting.

15.3 **RESOLVED**

That the Committee:

- 1. Note the risks identified and reported to this Committee at corporate and departmental level at Appendix A to the report.**
- 2. Note the reconciliation of progress in the management of the risks identified in Appendix A to the report since the last Committee meeting, in Appendix B to the report.**
- 3. Note the information contained in Appendix C to the report.**
- 4. Note the background information contained in Appendix D to the report.**

16 **Forward Plan**

16.1 The annexed report (16) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received.

16.2 **The Committee amended the forward work programme for the next meeting so that it included the following:**

A review of the development of a Norfolk wide counter fraud hub.

An update on planned actions to increase exploitation of assistive technology.

A briefing on the use of technology in Norfolk's agricultural economy and options to promote uptake.

A briefing on the anticipated increase in the use of electric and autonomous vehicles and consider the role the council should play in supporting adoption across the County.

A review of progress in promoting fibre connectivity for new build developments in the county.

A review of the Council's Cyber Security capabilities.

A review of how the Council's highways service can further develop its use of technology to increase efficiency and improve outcomes.

Further reviews of digital skills and the digital economy with development proposals.

Further updates on the Council's assistive technology rollout plans.

A review of the availability of Wi-Fi networks across the county and options for increasing coverage.

16.3 **RESOLVED**

That the Committee agree the forward plan subject to the above mentioned comments.

The meeting concluded at 1 pm

Chairman