

No.	Vision	Theme	What we are trying to achieve	How are we going to do it	What will success look like - intended outcomes	Responsible Officer	Governance
1	Digital Council	Digital skills & inclusivity for all	Increase the digital skills of the workforce and adoption of O365/Teams to improve productivity and the opportunity for people to do more for themselves.	Continue to grow our workplace digital champion network to develop the skills and knowledge of people in a sustainable way. Develop subsets of experts for example in Automation or Sharepoint capabilities which require greater understanding.	Workforce usage O365 increases with examples of how it is helping to improve productivity, wellbeing, accessibility and resilience.	Delia Carr	Intelligent Council
2	Digital Council	Digital skills & inclusivity for all	Enable those employees who feel disconnected or excluded from Dorset Council, to feel more included and valued.	Consider the ways and methods those without current ICT network access feel included/excluded from Dorset Council, providing solutions that meet their needs and Access to all.	The workforce can access information, systems and benefits that enable feelings of inclusion.	David Patrick	Dorset Workplace
3 New	Digital Council	Digital skills & inclusivity for all	We develop data, design & technology professional skills, roles & disciplines required for now and the future.	Plan to be developed.	We will have the digital, data and technical skills available to meet the needs of the organisation.	Corporate Director TID	Intelligent Council
4	Digital Council	Digital skills & inclusivity for all	Build skills and capability across the organisation to equip people to become self sufficient in co-designing and delivering good accessible services, using data, customer insight, creative thinking and standards.	Create communities of practice, use the Service Design champions programme and apprenticeship when released to develop specific skills that we need across the organisation.	Services are continually improved based on evidence, people use best practice and standards to design of services. Customer experience is good.	Lisa Trickey	Intelligent Council
5 New	Digital Council	Becoming a data driven and intelligent council	To evolve into a proactive data driven organisation, enabling successful delivery of the Council Plan, and improving outcomes for the people of Dorset.	Approval of the Data & Business Intelligence Strategy and delivery of the action plan.	See Data & Business Intelligence Strategy and delivery of the action plan.	David Bonner	tbc
6 New	Digital Council	Becoming a data driven and intelligent council	To make it easier and more accessible for residents from all backgrounds to have their say on council services, policies and proposals. To only ask for information and views we don't already have.	Implementation of a new one council consultation and engagement platform. This will provide a single place to view consultation and engagements that have/are taking place and make better use of the insight we have available.	The council better understands people's views and experiences, is able to act on this insight, resulting in better services and policies.	Jen Lewis	Intelligent Council
7	Digital Council	Designing future services and one customer account	We design services for the future that are customer focused, resilient and sustainable.	Re-design services to provide a people first digital always approach. During 2023 we are accelerating our customer transformation plans which will place services strategically within an ongoing transformation roadmap including redesign and integration with the customer platform.	Realisation of our customer transformation principles. The customer platform and the customer account will enable us to take a more personalised and targeted approach to meeting individual residents' needs. This in turn should lead to better quality of services and lower costs.	Lisa Cotton	Customer Transformation
8 New	Digital Council	Designing future services and one customer account	The consistent adoption of GDS standards and locally agreed variations, design patterns and principles for internal and external online services.	Creation of a design system/manual for the council with supporting governance process. South West Audit assessment of our progress in adopting GDS standards to date.	Services are designed well and consistently to provide good user experience.	Lisa Trickey	Intelligent Council
9 New	Digital Council	Designing future services and one customer account	Continually improve our council web presence to make it accessible.	Annual accessibility assessments, rationalisation of websites across the council onto the platform, adoption of design system/manual.	We are currently scoring 76.8% (but only 69.4% on the AA section) on the Dorset Council site. Industry benchmark is 86%.	Emily Hasson-Chapman	Intelligent Council
10 New	Digital Council	Designing future services and one customer account	Making it simple and easy for employees to find information, help and internal services such as HR, Procurement etc.	Applying our approach to designing services to enable self-service for customers to internal services using O365 capabilities.	We will launch a new staff intranet this year which will enable colleagues to complete tasks and find the information they need more efficiently and effectively.	Jen Lewis, Lisa Trickey	Intelligent Council

11		Digital Council	Modern, secure, and sustainable technology & infrastructure	Provide good joined up customer experiences across multiple channels, maximising our online channel to reduce cost of service delivery and meet customers expectations.	Continue to build on our customer platform foundations. Launch our customer account, newsroom and customer contract management. Integrate with our new telephony system, support the childrens digital programme, deploy e commerce capabilities to support the commerical and traded services strategies, build and reuse capabilities to incorporate services across the council on the platform, display realtime measure of service performance.	More people choose to interact with us online and get what they need without needing help. Customer experience is good. We move towards one Dorset Council account for customers to interact with us.	Lisa Trickey	Customer Transformation
12		Digital Council	Modern, secure, and sustainable technology & infrastructure	Rationalisation of the number of systems that collect and manage customer information.	South West Audit of application portfolion. Develop a roadmap that determines what existing systems could be replaced by the customer platform and the cost savings.	Reduced cost and better understanding of our customers through joined up information.	James Ailward, Lisa Trickey	Customer Transformation
13	New	Digital Council	Modern, secure, and sustainable technology & infrastructure	Ensure software/tech procurement processes consider security, climate, tech code of practice, readiness for procurement bill.	Developing process for digital procurements agreeing roles and responsibilities supporting template & checklists to be incorporate in 'how we do change' at Dorset Council toolkit.	Compliant, effective procurement processes for technology hardware and software.	Dawn Adams	
14	New	Digital Council	Modern, secure, and sustainable technology & infrastructure	Increase consideration of impact on the environment of technology strategy.	We are currently baselining our climate impacts from ICT use, starting a proof of concept re remanufacturing our corporate asset to extend the life of it, and recycling to help with digital inclusion.	Establish baseline and achieve reduction.	James Ailward	
15	New	Digital Council	Modern, secure, and sustainable technology & infrastructure	Compliant, supporting contract and modern software for our corporate system.	A review of DES.	Procurement concluded for replacement solution for DES.	James Ailward	
16	New	Digital Council	Modern, secure, and sustainable technology & infrastructure	Develop a secure, sustainable business model to manage a range of automation tools and resources that support the delivery of more efficient & effective services.	The Automation Programme will continue to exploit the capabilities O365 provides, better secure our data assets, procure a Low Code Application Platform to fill gaps in our current capability and establish a level of support.	The right tools are in place and used appropriately.	James Ailward	Intelligent Council
17	New	Digital Council	Modern, secure, and sustainable technology & infrastructure	To help establish trust and demonstrate assurance around cyber security work.	Gain accreditation in the industry standard cyber essentials.	Accreditation in place.	James Ailward	Information Governance Board
18	New	Digital Council	Modern, secure, and sustainable technology & infrastructure	Appropriate record retention and destruction policies, understanding and managing our information assets, supporting compliance and risk mitigation.	A project part of which is focussed on digital Records management from procurement of systems through to metadata standards and system interoperability through to long-term preservation of material with a permanent retention tag via Preservica.	Delivery of the project plan.	Sam Johnston	
19	New	Digital Council	Modern, secure, and sustainable technology & infrastructure	Technology that supports secure, resilient use of data to inform intelligence and service delivery used across the council in the future.	Review of existing data warehousing and need from connected place work.	Recommendation for technology required.	James Ailward	
20		Digital Council	We foster innovation	Our managers and leaders are equipped to lead in a 21st century, modern council.	Following success of the pilot, embed modern leadership skills and knowledge into the Management and Leadership development academy to make business as usual.	Managers will be role modelling in their daily practice behaviours that enable transformation.	Tina McPolin	
21	New	Digital Council	We foster innovation	Increase digital maturity and leadership to encourage and help people transform services.	Develop a playbook/programme to help people shift mindsets and behaviours to encourage challenge, experimentation, collaboration, and transformation.	Increase in digital maturity in teams/services.	Sarah Dackham	

22	New	Digital Council	We foster innovation	Growing the council as a great place to work enabling us to attract and retain a great workforce.	Defining a great place to work based on positive employee experience and reshaping the way we work around this underpinned by our values and behaviours.	Improvements in recruitment, retention and assessment of Dorset Council as a great place to work and an employer of choice.	Sheralyn Towner	
23		Digital Place	Digital skills & inclusivity for all	Encourage people in the community to use council online services, and utilise opportunities to increase their digital skills.	Continue to grow embedded digital champions across organisation frontline roles to encourage use of online services available and signpost to community digital champions.	Council online services are promoted and well used, residents increase their digital skills.	Penny Syddall	Driving Economic Prosperity Working Group
24		Digital Place	Digital skills & inclusivity for all	Remove the barriers to online connectivity for people.	Continue to facilitate and grow the volunteer digital champions to support and develop the skills of others face to face or on the phone hotline.	People are able to get online and gain the advantages that brings.	Penny Syddall	Driving Economic Prosperity Working Group
25		Digital Place	Digital skills & inclusivity for all	Remove the barriers to getting online for people.	Explore what people need and funding sources available to understand how we might support, for example through provision of devices to provide digital access for all.	People are able to get online and gain the advantages that brings.	Penny Syddall	Driving Economic Prosperity Working Group
26	New	Digital Place	Digital skills & inclusivity for all	Digital skills for the Dorset workforce	Digital skills partnership.	Better shared understanding of existing and potential digital skills training opportunities for the workforce at all levels, from basic to advanced.	Penny Syddall	Digital Skills Partnership
27		Digital Place	Modern, secure, and sustainable technology & infrastructure	Digital Connectivity - Improved processes to promote better working with industry and ultimately achieve better mobile coverage A way to use council-owned assets to improve digital infrastructure, particularly mobile.	Wessex Digital Infrastructure Accelerator Work with neighbouring councils and industry partners to develop an online asset management platform.	These are set out in the DCMS grant funding agreement. The project is supported by c £500,000 of government grant.	Gary Littleldyke/ Rachel Howarth	Driving Economic Prosperity Working Group
28		Digital Place	Modern, secure, and sustainable technology & infrastructure	Digital connectivity - Fixed connectivity - Maximise access to gigabit capable connectivity to residents, businesses and the public sector.	Continue working with Building Digital UK (BDUK) to ensure Dorset benefits from the UK gigabit programme, 'Project Gigabit'. - North Dorset - lot 14a in deployment - Dorset - lot 14b - to be procured during 2023	Dorset is an early funding recipient/participant in Gigabit Programme procurements Initiation of Phase 1 (small lots) procurement in Dorset by BDUK and/or other supply side interventions receiving Government funding.	Dugald Lockhart / Dominic Fitzgerald	BDUK Programme governance (Lot 14 project board)
29		Digital Place	Modern, secure, and sustainable technology & infrastructure	Digital Connectivity - one council approach to facilitating commercial deployment of Fixed connectivity - Ensure commercial provision of gigabit capable connectivity proceeds at pace.	Work with suppliers to maximise inward investment in Dorset, and to support, encourage and inform suppliers expansion & delivery plans in the county.	Established and routine engagement with suppliers is maintained with quality information exchange. Suppliers are enabled via access to Dorset Council resources wherever possible (time, expertise, assets).	Dominic Fitzgerald	Driving Economic Prosperity Working Group
30		Digital Place	Modern, secure, and sustainable technology & infrastructure	Digital Connectivity - Fixed connectivity - Provide support for residents, businesses and suppliers to maximise utilisation of available government voucher funding for new gigabit connectivity.	Continue structured and resourced project management of supplier & community engagement and top up funding (as available) to facilitate maximum utilisation of government funding for provision of new gigabit connections.	Continued increase in voucher utilisation/voucher funded gigabit connectivity in Dorset continues to increase.	Rachel Howarth	Driving Economic Prosperity Working Group
31	New	Digital Place	We foster innovation	Digital Innovation for economic growth - The vision is one of an innovation network working together - both virtually and physically in Dorset - to provide solutions to the UK's (and Dorset's) biggest problems, whether that is a new generation of microchip to power an agricultural revolution, challenging the delivery models which have left rural areas of the world without mobile signal for the past 20 years, or a new funding and delivery paradigm for adult social care.	Initial activities include: - consideration of commercial delivery model (Full business case development) - Develop vision Stakeholder engagement events, internal and external Economic growth Skilled jobs	TBC, will include business growth.	Colin Wood	Driving Economic Prosperity Working Group

32	Digital Council & Digital Place	We foster innovation	Awareness of Dorset as a digital place, increase opportunities for inward investment, closer co-operation between partners etc. and the ability to attract and retain talent.	Deliver communications plan to promote Dorset as a place to live, work and visit in the context of digital, which includes networks, Podcasts, Festival of the Future, Blogs, events and communications campaigns.	Dorset recognised as a leader in digital technology; promotion of Dorset as a digital council in a digital place; young people encouraged to stay to pursue a career in design, data and tech roles.	Penny Syddall / Lisa Trickey	Driving Economic Prosperity Working Group
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