



ICT AND DIGITAL STRATEGY

FOR SOUTH TYNESIDE

2016 - 2021



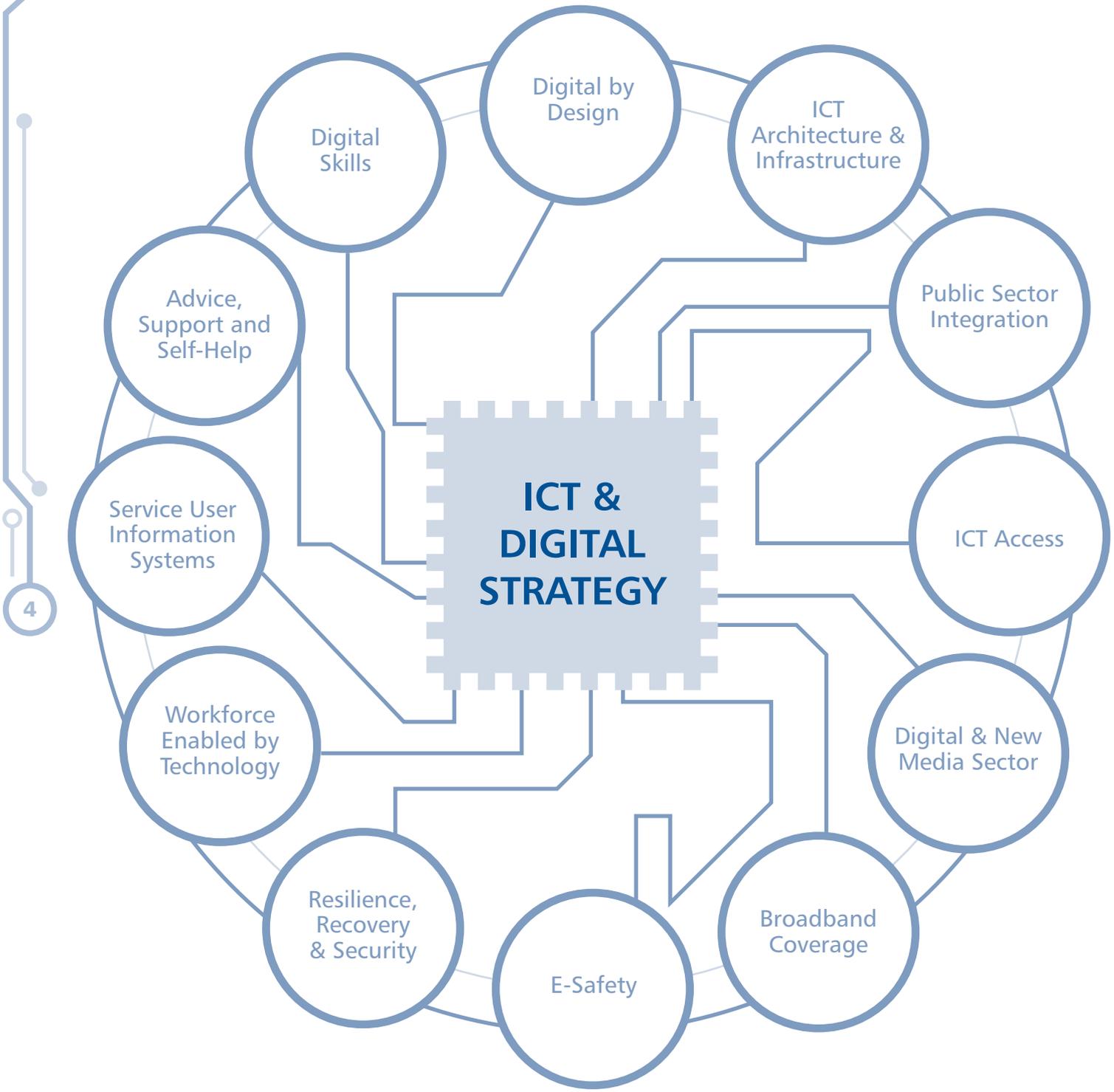
South Tyneside Council

BT South Tyneside



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COUNCILLOR
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FOREWORD

Welcome to our 5 year ICT and Digital Strategy for South Tyneside. This strategy outlines our priorities for 2016-21 and shows how ICT will contribute to achieving the strategic outcomes set out in our South Tyneside Vision 2011-31 document. This strategy is designed to shape our approach to ICT and digital innovations and ensure it supports local priorities whilst contributing to several of our most important strategic objectives.

The South Tyneside 'Shaping Our Future' 20 Year Vision is for our borough **"To be an outstanding place to live, invest and bring up families"**. Our ICT and Digital Strategy is all about making that Vision happen through the use of technology.

South Tyneside is at the forefront of digital transformation in the software and information technology industry, and our ambitions mean that we will need a generation able to offer the IT, Digital and Tech skills required for the future. Regionally, the North East Combined Authority [NECA] has Skills and Employability at its heart and we will work alongside our colleagues to ensure that our Borough meets the needs for the development of the most sought after skills and capabilities in the region.

Nationally, digital transformation of government has begun with the Government Digital Service taking big leaps towards making services more digitally enabled, creating better platforms to improve access and simplifying the way we operate online. Our new Community Website, launching in Summer 2016, and the transformation of our services into "digital by design" will reflect this ambition, with new features and a 'responsive' layout, which will allow access on a range of devices, promoting digital inclusion for all of our residents.

This approach will underpin the transformation of support services to ensure the whole end to end customer experience is joined up, slick and responsive.

We will make sure that the Council has fit for purpose ICT equipment and infrastructure which is available 24/7, 365 days a year to provide a stable, safe and responsive platform to compliment excellent service delivery. We will also continue to work with our partners to integrate information sharing, resulting in improved decision-making across organisations and better outcomes for our most vulnerable residents.

Our ICT and Digital Strategy for South Tyneside will be at the forefront of our Innovation and Efficiency programme as we continue to deliver huge savings without any major service closures. Since 2010, we have managed a government funding reduction of 45%, while providing high quality services to our residents. Technological advancement will be a key enabler to ensuring that we come up with innovative solutions and change how we do things so we can deliver our priorities in the most efficient way.

This strategy demonstrates the importance that we place on digital innovation and sets out the steps we will take to make South Tyneside a more connected and inclusive borough.

STRATEGIC CONTEXT

This document sets out a Digital Strategy for South Tyneside to reflect the fast-paced and continuous digital changes, which impact our residents, our businesses and the way we work in fundamental ways. It is structured around the key strategic outcomes for People and Place outlined in our Shaping Our Future vision, which states that:

SOUTH TYNESIDE WILL BE AN OUTSTANDING PLACE TO LIVE, INVEST AND BRING UP FAMILIES



In the rapidly changing technological landscape, there is an opportunity to empower our residents and communities, and to significantly change the relationship between local government and its customers. We have therefore invested approximately £1 million in ICT to support front line workers, including laptops for agile working, and since 2013/14 have invested £3.2m in a new case recording system to aid information sharing and decision making.

Social and digital inclusion should be built by shifting ownership and use of information and technology towards the service user. Through this, we can deliver effective demand management, put services in the hands of our residents and reduce the requirement for costly interventions at a later date.

Digital technologies can be key enablers of change and a key ingredient for better public service outcomes, as well as the realisation of potentially significant savings. We are at the forefront of understanding and utilising the most innovative technological solutions and applying these to our critical services. With technology improving at an increasing rate, the opportunity to drive innovation and change while saving money has never been greater.



STRATEGIC OUTCOMES

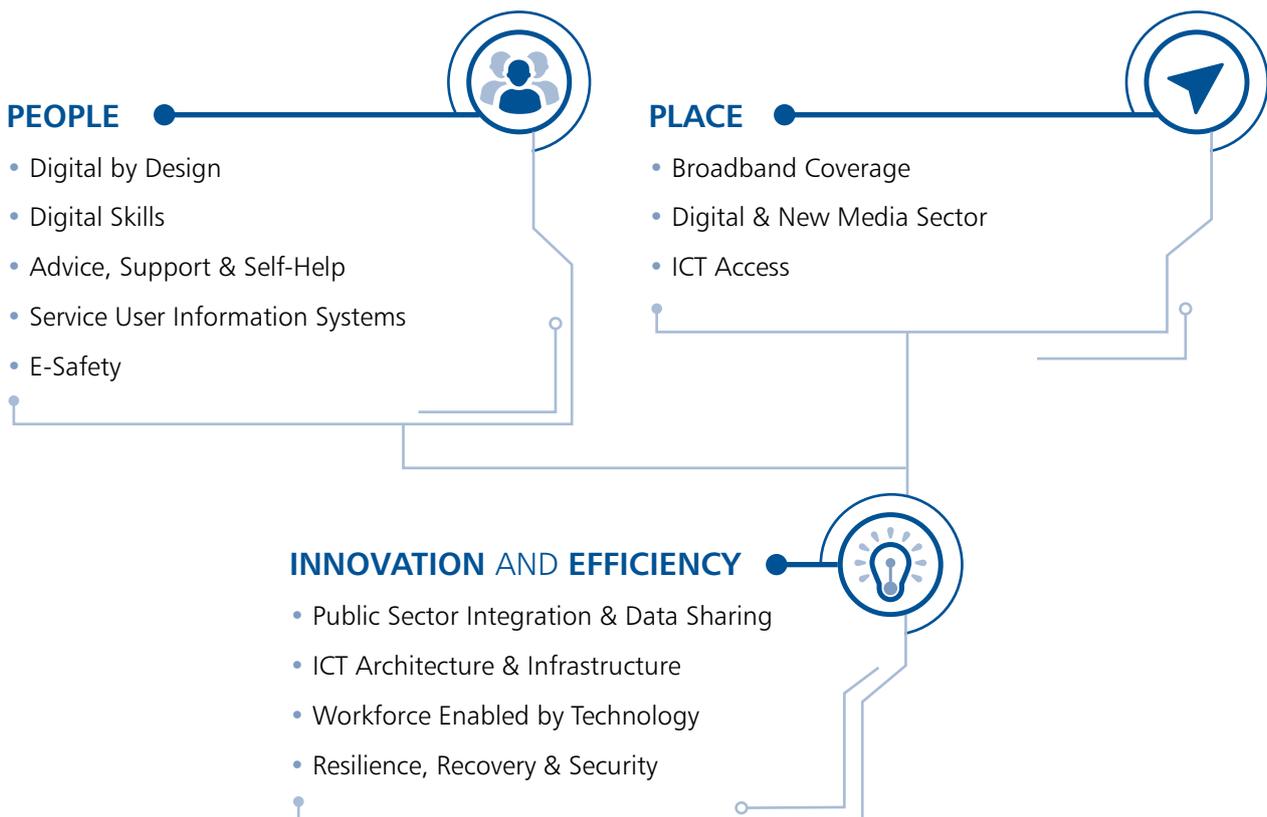
To achieve our overall vision we have agreed 10 strategic outcomes under the themes 'People' and 'Place'. These are the things we will achieve over 20 years:



Our ICT and Digital Strategy underpins both themes and is key to meeting the above outcomes.

Our use of technology needs to be efficient and responsive to the changing demands of local government. The following sections outline South Tyneside's digital solutions to the challenges we face in a world of increased demand and expectations with reduced finances.

The diagram below demonstrates how our Innovation and Efficiency agenda supports the delivery priorities for each theme. The sections that follow explain what each priority means, set out the context in which we operate and list the key actions we will undertake to ensure that these are delivered.





PEOPLE

Digital Priorities to help us deliver the outcomes for People

Digital by Design - Our online information, advice and services will be the preferred first access point for all Council customers

Digital Skills - Our residents will have the digital skills needed to raise their aspirations, improve their prospects and achieve better life outcomes

Advice, Support & Self-Help - Online tools will help residents take greater control of the services they wish to receive

Service User Information Systems - User-friendly systems will enable efficient recording of information about people's needs and allow effective analysis of issues affecting our residents

E-Safety - Children, young people, adults and families in South Tyneside will be protected online through robust policies and procedures so that they can take advantage of the benefits of technology in safety

PRIORITY 1: DIGITAL BY DESIGN

Our online information, advice and services will be the preferred first access point for all Council customers



We know that the way our customers choose to access our website is changing. Nearly 50% of our customers now use a mobile phone to access www.southtyneside.gov.uk, and over 15% use a tablet device. We will aim to make it as easy as possible for customers to access our services, regardless of which type of device they use. In Summer 2016 we will launch a new 'responsive' website which will work across multiple devices, promoting digital inclusion for residents whose only connection to the internet is via smartphone or tablet.

Providing residents with access to digital technology, and providing support to use it, is only part of the answer. Transforming how we offer our services is key to ensuring we improve access to our services. The Council's Digital by Design programme will pull all of this together.

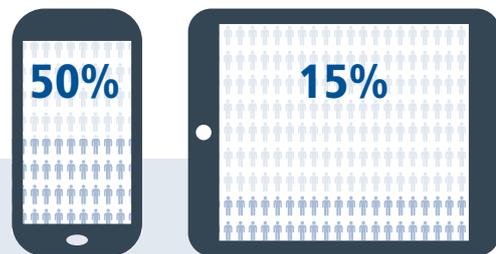
We will transform our services so they work for the customer. Putting the needs of the customer at the heart of our design, we will develop modern digital services that make it quicker and easier to access Council services. In Spring 2017 we will pilot three improved online services: requesting a bulky waste collection, reporting graffiti and requesting a tip permit.

Our new digital services will make it as easy as possible for our customers to interact with us. Residents who traditionally used our face-to-face and phone channels will be encouraged to use our digital services, and where residents can't use the digital service on their own, we will provide support to help them do that.

With our pilots complete, we will continue to change the way we work so that we offer fully integrated, end-to-end digital services. We will develop a digital transformation programme to digitise new and existing services and to shift the majority of our customers' interactions with the Council to the online channel.

The Council website attracts over 5,500 visits per day (or 2million visits every year). Our customers can access over 150 online forms to report, request and pay for council services online, from abandoned vehicle reports to Welfare Rights enquiries. In 2015 over 84,000 transactions were submitted via the website, an increase of 15,000 from the previous year

Nearly 50% of our customers now use a mobile phone to access www.southtyneside.gov.uk, and over 15% use a tablet device.



KEY ACTIONS

1. Develop new 'responsive' website which will work across multiple devices
2. Develop one single online user account for all customer transactions with the Council
3. Pilot 3 fully integrated, end-to-end digital services - Graffiti, Bulky Waste, Tip Permits
4. Develop roadmap for future services to become fully digital

PRIORITY 2: DIGITAL SKILLS

Our residents will be equipped with the digital skills needed to raise their aspirations, improve their prospects and achieve better life outcomes



In the fast-changing environment with new technologies emerging rapidly, levels of ICT skills can develop without the specific need for ICT-related qualifications. As a result, we do not currently have a clear picture of the levels of ICT literacy amongst our children, young people and adults. In addition, the current picture of digital skills provision is mixed with various qualifications offered by a range of providers.

We need to further understand what ICT skills our residents, particularly young people entering the jobs market, currently hold. We also need to understand the type of digital skills employers in the borough desire so that we can develop and strengthen the pathways to employment within this sector. Our Business Employment and Skills commissioning statement will therefore prioritise funding towards activities that ensure that the IT, Digital and Tech skills needs for the Borough are met.

A private-sector led Skills Commission will examine these issues in the wider context. Our ICT in Schools team work with children from nursery school age, through to completion of GCSEs to

ensure they develop new capabilities.

As well as supporting learning and teaching through the use of modern technology, the team develop ICT skills in our children and young people from a young age. The new responsibilities through Children's Centres mean there is a requirement to develop new support structures and assist with the development of an appropriate ICT curriculum.

In academic year 2014/15, our Business Employment and Skills Team provided IT training for 204 adults. This ranged from non-accredited introduction programmes for those with no skills all the way to accredited Level 2 Certificates in IT. The scope of the provision includes not only the development of generic IT skills but also digital imaging, getting online and use of tablets/smartphones. The team will continue working to ensure that we provide the training to meet the needs of the Borough.

KEY ACTIONS

1. Work with Primary schools across South Tyneside to encourage coding and use of technology by influencing teacher training and development code clubs
2. Enable effective Code and Maker clubs in Secondary Schools without reducing focus on academic achievement.
3. Young people will be given information about the skills and qualifications that employers need through Exchange Project, which will enable effective communication with employers
4. Support the establishment of the Centre of Digital Excellence – a private sector led apprenticeship 'hub' in South Tyneside
5. Explore options around how to upskill existing workforce within South Tyneside.
6. The Word, the National Centre for the Written Word, will work to develop a digital programme alongside OpenZone.

PRIORITY 3:

ADVICE, SUPPORT AND SELF-HELP

Online tools will help residents take greater control of the services they wish to receive

We will need to continue to encourage our residents to access Advice, Support and Self-Help through a range of different means, including the use of technology, sharing of better information and delivering digital access solutions. Supporting residents will be key to a successful outcome.

South Tyneside went live with the Universal Credit benefit in February 2016, with the full Digital Service for Universal Credit expected to be rolled out in 2017. The service allows claimants to manage their claim fully online, however this presents a unique challenge for advice and support agencies working with clients who have low levels of digital capability, low confidence and limited access to online services.

Local authorities like South Tyneside have a key role in the DWP's vision for supporting those accessing the service at a local level and this has been badged as "Universal Support". It includes assistance with claims, promotion of digital inclusion and financial inclusion, as well as personal budgeting support.

South Tyneside Council is also one of the three pioneers nationally to be piloting the development of a solution that will allow Social Care Clients with communication issues to respond to consultations and enjoy the same access to online information as everyone else.

Helping residents access and use technological tools to allow greater control of the services they wish to receive is important and will also allow our frontline staff to support those who cannot support themselves. We will, therefore, ensure more residents benefit from Telecare and Telehealth – our assistive technology and health monitoring systems – to remain independent in the community.

All of our webpages which include information on accessing services online and in person, including information about safeguarding, social care and intervention, will be continuously updated to ensure that users have up to date information.

KEY ACTIONS

1. Benefit Staff/Welfare Rights Staff, as well as staff from other third sector partners, will be available to help with the roll out of Universal Credit, self-service and money management skills
2. Ongoing self-service training, advice and assistance from all staff on self-service computers
3. Explore advancements in social care and health technologies around Telecare / Telehealth
4. Work with developers and other local authorities to create the social care online engagement platform (SPOOL).
5. Development of Messaging module CACI in Early Years Child View
6. Early Intervention Services – develop ICT to support alternative Service delivery options available

PRIORITY 4: **SERVICE USER INFORMATION SYSTEMS**

User-friendly systems will enable efficient recording of information about people's needs and allow effective analysis of issues affecting our residents

There are key information systems that we utilise across children, adults and families services to record and analyse service user data. For all of the systems below, we are committed to ensuring there is a continued level of development, maintenance, data cleansing and training of new staff to support the delivery of frontline services:

- Liquidlogic for Children, Early Help Module and ContrOCC – integrated solution for recording and accessing social care data
- Liquidlogic for Adults and ContrOCC - highly configurable social care system to suit our local specifications
- Tribal - central, education database containing a wide range of information about young people in South Tyneside
- RM - online Management Information System for schools



We will continue to work towards making better use of Liquid Logic additional functionality, including self-service customer and provider modules. At the same time we will work to improve usage of ContrOCC's online financial self-assessment product (OFA) to allow for faster and more accurate payments to providers.

We will also develop digital solutions to help improve information sharing across South Tyneside Council and its Health and Social Care Partners to improve outcomes for residents and their carers (see more on page 21). Training social care staff to ensure that the data is recorded systemically and consistently will form a big part of our implementation strategy. In addition, it is our priority to protect the privacy of our users through effective information management, as well as to ensure that appropriate data sharing arrangements are in place both internally and with partners.

KEY ACTIONS

1. Develop an upgrade plan for Liquidlogic to include LCS, LAS, EHM and ContrOCC
2. Review the use of Early Help Module and develop its use
3. Strengthen the change control processes
4. Maximise use of Liquidlogic and ContrOCC through improved staff training and support

PRIORITY 5: E-SAFETY

Children, young people, adults and families in South Tyneside will be protected online through robust policies and procedures so that they can take advantage of the benefits of technology in safety

Our multi-agency E-Safety Strategy has a clear vision to keep children, young people and vulnerable adults safe and confident in the digital world and has been endorsed by the Local Safeguarding Children Board [LSCB] as well as the Local Adult Safeguarding Board. A recent e-safety audit has helped us to determine each individual agency's current arrangements and identify areas for further development. Multi-agency training is delivered annually by the LSCB focused around Safeguarding in the Digital Age.

A strong partnership is in place between South Tyneside Council's ICT for Schools team and Northern Grid to ensure effective e-safety provision and deliver 'INSET' training to schools.

- All schools have filtered broadband facilities to ensure inappropriate websites cannot be accessed by pupils.
- We have implemented the 'E-Safe' forensic monitoring tool in schools, which offers a more sophisticated means of minimising the risk of children and young people being exposed to inappropriate materials, bullying and online grooming activity.



- In partnership with the LSCB the ICT for Schools Service has delivered awareness training to schools, parents and carers including foster carers on keeping children and young people safe online.

At present, the majority of our E-safety activity is focused on children and young people within schools. We are working to identify and develop effective strategies to help improve online safety for other key vulnerable groups, including adults with learning disabilities, adults at risk of abuse/neglect and ICT users in other venues, such as libraries and youth centres.

KEY ACTIONS

1. Raise the awareness and understanding of e-safety issues with all children and young people, their parents and carers, as well as professionals who work with them
2. Encourage multi-agency partners to have robust safeguarding systems in place to ensure the safety of children and young people as well as adults at risk of abuse and/or neglect in the digital world
3. Raise the awareness and understanding of e-safety issues with adults at risk of abuse and/or neglect and their carers where appropriate
4. Develop the STSAB performance framework to improve understanding of the extent of online abuse in relation to key vulnerable groups
5. Identify and develop effective strategies to help improve online safety for key vulnerable groups of adults at risk of abuse/neglect, scoping and promoting digital solutions where appropriate



PLACE

What are the Priorities for ICT that will help us deliver the Place Priority?

Broadband Coverage - We will support the provision of world class digital infrastructure throughout the borough, enabling residents to become more digitally connected

ICT Access - We will provide high-quality ICT access to services which meet the needs of our residents

Digital & New Media Sector - The Digital & New Media sector in South Tyneside will be a thriving sector of the business community, growing the local economy and providing jobs for our residents

PRIORITY 1: BROADBAND COVERAGE

We will support the provision of world class digital infrastructure throughout the borough, enabling residents to become more digitally connected



South Tyneside Council recently joined the Digital Durham project, which is a partnership between eight local authorities throughout Durham, Tyne and Wear and Tees Valley, to make savings during the procurement and administration of the Superfast Broadband Rollout Programme (Phase 2) to extend the superfast broadband infrastructure across the UK in areas not deemed commercially viable to be covered by broadband service providers. Following a public consultation we have appointed BT to deliver the contract which will increase superfast broadband coverage in South Tyneside from 91% to over 99% of its 73,000+ premises by 2018.

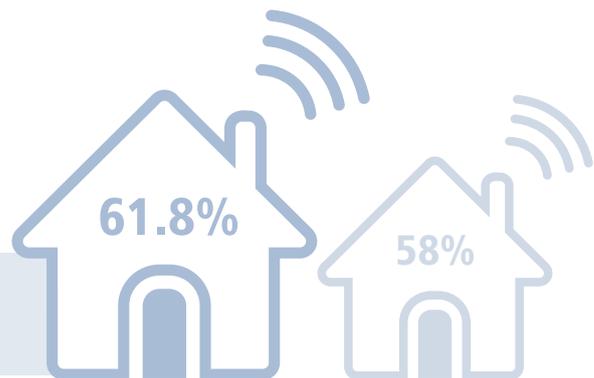
South Tyneside Council will be contributing £200k to the Phase 2 rollout, which will be matched by the government. BT will be making a 36% contribution to the Digital Durham Phase 2 programme as a whole.

Business broadband coverage is also encouraging, with 2,990 businesses with connectivity. The borough does, however, have pockets with connectivity issues, which the Superfast Broadband Rollout Programme will be addressing.

South Tyneside currently has four exchanges, three of which are categorised as 'market 3 exchanges' (South Shields, Jarrow and Boldon- where four or more Principal Operators are present) and one that is categorised as a market 2 exchange (Whitburn-where two or three Principal Operators are present).

We will ensure that, when any new development sites come forward, the provision of superfast broadband is treated with equal weighting to other utilities.

South Tyneside currently has an encouraging take-up of household broadband (61.8%) compared with the North East average (58%).



KEY ACTIONS

1. Ensure Superfast Extension 1. Programme (SEP) contract with BT to roll-out superfast broadband is delivered within South Tyneside
2. Promote availability of superfast broadband roll-out to increase take-up in SEP areas

PRIORITY 2: ICT ACCESS

We will provide high-quality ICT access to services which meet the needs of our residents



Our ambition is to make the Council digitally and, when and where appropriate, physically accessible and responsive, through the co-design and roll out of IT enabled community hubs and local access platforms. The aim is to put Self-service and Digital Access for all at the heart of the Community and at the heart of service delivery.

Hebburn Central was opened in 2015 with a new suite of computers, where the users can access the library catalogue and the internet. This offer will be extended with the opening of The Word in the Autumn 2016, and the Jarrow Hub with a new library. Free BT Wi-Fi is to be installed in Jarrow and Cleadon Park Libraries and other locations, such as the 365 regeneration area, will be explored.

The self-service offer in the borough will be extended by the provision of additional computers in the new Jarrow Hub after completion and at the South Shields Town Hall. This will allow our residents to access our www.southtyneside.gov.uk website for services and provide support for the rollout of Universal Credit on the Department for Work and Pensions website. Customer Service Staff will be available at these locations to show residents how to access the self-service functionality.

Interlinked with this better connectivity for our residents is better connectivity for Council employees. All of our corporate buildings already have access to the Council Corporate network or to a public Wi-Fi, including free BT Wi-Fi installed in the Town Hall Meeting Room Hub Area. In the future, we will need to ensure that more of our service buildings have the same access to allow staff to be even more agile.

KEY ACTIONS

1. The rollout of self-service computers in our Customer Service Centre at the South Shields Town Hall to be reviewed and phase two commenced
2. Maximise use of interactive screens in Hebburn Central Library including increase accessibility to allow access to e-services
3. Review of e-service offer within Library Service
4. Customer Service staff to show and train residents on how to use the e-services
5. Review of Corporate and Public Wi Fi across Council buildings
6. Review the possibility of rolling out free BT Wi-Fi across the Borough

PRIORITY 3: DIGITAL AND NEW MEDIA

The Digital & New Media sector in South Tyneside will be a thriving sector of the business community, growing the local economy and providing jobs for our residents



The Digital and New Media sector is one of the three key business sectors in our Economic Growth Strategy. We believe the sector can be a significant 'wealth creator' for South Tyneside, having already seen the benefits that local business centres that are digitally connected, such as One Trinity Green and Quadrus, can offer.

The IT and digital sector continues to grow in the North East with the number of computer programming & related companies increasing by over 30% from 2011-15 – the biggest growth in England. The number of software and technology companies in the North East is expected to grow by almost 50% by 2020 and it is widely recognised that there is a shortage of skills in this area.

South Tyneside Council is closely involved with Dynamo, which is an industry-led initiative focusing on growing the tech sector in the North East. We are currently leading the Dynamo's Advanced Manufacturing Workstream which aims to add value to manufacturing businesses in the area via the introduction of Enterprise IT solutions. This will raise the profile of South Tyneside in this sector and also complement the offer for businesses potentially locating to the International Advanced Manufacturing Park.

KEY ACTIONS

1. Development of a 'competition' to attract New Businesses – pitched at STEM graduates of the regional universities
2. Proactive engagement with NECA inward investment team to provide a tailored response to enquiries
3. Proactive engagement with local universities
4. Ensure that we benefit from our close links with Dynamo



INNOVATION AND EFFICIENCY

What are the Priorities for ICT that will help Innovation and Efficiency?

Public Sector Integration & Data Sharing - Our ICT services will be increasingly linked and shared with other public sector bodies and effective data sharing will enable improved decision-making across organisations

ICT Architecture & Infrastructure - Our systems and procedures will be robust and enable the protection of Council business and resident services

Workforce Enabled by Technology - We will provide elected members and staff with the most appropriate equipment and support the effective and efficient delivery of services to our communities

Resilience, Recovery & Security - Our processes, procedures and ICT systems will ensure our critical information is secure and protected in case of emergencies

PRIORITY 1:

PUBLIC SECTOR INTEGRATION AND DATA SHARING

Our ICT services will be increasingly linked and shared with other public sector bodies and effective data sharing will enable improved decision-making across organisations

Over the next few years South Tyneside will be driving forward the integration of health and social care, which will also mean the integration of data sharing and improvement of access for our residents.

The Health and Social Care Information Exchange (HSCIE) is an innovative piece of technology that will revolutionise health and social care in the borough, thanks to a new system for sharing patient information across the partnership. It will allow professionals to view a subset of data relating to individual patients, so that health and well-being needs can be planned in a holistic and co-ordinated manner. There has been significant engagement with key practitioners to build up a picture of relevant data sets, an information governance approach agreed and a prototype signed off.

Our CCG ICT Systems already allow us to:

- collect and store key data from GPs, pharmacies, and service providers.
- monitor contracts on smoking cessation, obesity management, etc.
- access national and regional databases on key health data.

We will create a network link to the NHS, known as N3 NHS Connectivity, providing access to NHS services and data, supporting multi-agency working and Public Health services. Beyond the public health transfer, we will need to consider the scope and potential benefits of a system, which will integrate health records with social care and education.

South Tyneside Council and our partner organisations have a statutory responsibility to share information if there are concerns around the safety of a child. This is carried out through the LSCB information sharing protocol, which all relevant agencies are signed up to. We are also currently working to create an Integrated Safeguarding and Interventions Team which will work to share information across different agencies ensuring that we are able to provide the right type of social care intervention to our vulnerable children.

KEY ACTIONS

1. Develop the HSCIE and ensure full compatibility with Adults Liquidlogic System
2. Ensure ICT connectivity between Council and Health in Haven Court through access to each other's systems such as Liquidlogic for Adults and EMIS
3. Development of shared information systems and networks across South Tyneside Council and its Health and Social Care Partners
4. N3 NHS Connectivity to be implemented in summer 2016

PRIORITY 2:

ICT ARCHITECTURE AND INFRASTRUCTURE

Our systems and procedures will be robust and enable the protection of Council business and resident services

Robust ICT architecture and infrastructure is essential for the smooth running of operations which allows for collaboration, innovation and efficient working. Our ICT architectural approach is based on the market leading Enterprise Architecture Framework from The Open Group. This ensures ICT solutions are standardised resulting in lowest cost delivery that is right the first time.

We will use cloud computing to increase flexibility of our platform infrastructure (servers/ data storage) and reduce deployment and management costs. We have recently undertaken a programme to migrate to a private cloud solution and this now supports most applications. We also use public cloud-based services where appropriate for business and security needs.

The Council currently operates a modern, flexible, voice-enabled data network, which fits immediate needs. We will look to incrementally optimise this network over time. Increasingly we need to connect with partners, and we will look to reshape the Network Edge which controls how we interact with external parties in a secure manner.

We have made significant investment in rationalising our telephony infrastructure, ensuring it runs on a modern platform capable of supporting the Council's needs into the future using the latest VoIP and SIP technologies with well-defined maintenance and upgrade plans. South Tyneside Homes have recently agreed to join us on this platform, and have already moved their contact centre on to it. Plans are now in place to move their main telephone system.

We are also looking to upgrade and improve some of our secure email facilities to enhance secure efficient communications with external organisations and partners.

An Electronic Document Records Management System (EDRMS) project will review the Council's needs in respect of document management and storage. The desire to minimise storage requirements in civic buildings, including our records management system is a key driver for this.

KEY ACTIONS

1. Council to instruct a third party to undertake an Infrastructure Review to assess the current state of the network
2. Implement monthly maintenance and downtime programme
3. ICT Architecture and Infrastructure renewal programme
4. Replace PGP Secure email system
5. Initiate a project to look at TLS Encryption for External email
6. Review the possibility of introducing an EDRMS

PRIORITY 3: **WORKFORCE ENABLED BY TECHNOLOGY**

We will provide elected members and staff with the most appropriate equipment and support the effective and efficient delivery of services to our communities



Current Position

We have completed the majority of an end user technology refresh covering laptop, desktop, all-in-one, and tablet devices. This has included moving to Windows 7 for South Tyneside Council users, with the majority of users now using laptops, and Windows 8.1 for South Tyneside Homes users, with a number of users moving to tablet devices. We have also deployed Apple technologies for elected members. The technologies deployed were based on end user needs and compatibility with our key applications.

The increased use of laptops for the Council and tablets for Homes, in combination with improved Remote Access, has enabled officers to improve efficiency and spend more time face to face with residents.

We are now looking at next steps to continue this increase in flexibility to support improved service delivery. We are developing a Windows 10 solution with enhanced tablet support, and specifically looking at tablet based mobile working for Social Care users. We will also work towards making use of the Liquidlogic briefcase functionality to enable remote working on individual cases.

Our Blackberry estate has become less crucial with the improvements noted, however it does need to be refreshed. We are currently investigating options to do that in the most cost efficient manner, given the volatility in the technologies available.

KEY ACTIONS

1. GMTs to review the computer and mobile equipment currently issued to their Services
2. ICT to specify the requirement and cost of a Third PC Refresh within 5 years
3. ICT to provide an options appraisal report to replace the current Blackberry Estate
4. Blackberry Estate to be refreshed
5. Ensure Liquidlogic briefcase functionality is used to support mobile working

PRIORITY 4: **RESILIENCE, RECOVERY AND SECURITY**

Our processes, procedures and ICT systems will ensure our critical information is secure and protected in case of emergencies



ICT equipment and support services are essential to the emergency response service. There are a range of ICT equipment requests that need to be implemented to enable a more robust emergency response service.

The Council has a full set of approved Security Policies which have been developed in line with industry standards and to meet the requirements set out by central government. Our security systems continue to perform to the highest standard and have shown improvement in our assessments from the Government's Code of Connection. We have recently procured a system to add mandatory protective markings to all emails and documents, which will significantly improve protection of our data.

We continue to work with our partners to ensure that our systems are protected from outside threat. We have established links with neighbouring authorities to ensure that our interpretation of ICT and information security requirements is measured, appropriate and consistent.

Our ICT Disaster Recovery agreement ensures that the Council has infrastructure, applications and access to critical systems and information in the event of a major disaster. We are in the process of carrying out a root and branch review of our disaster recovery approach, which will provide a new robust and modern plan of action.

This arrangement needs to be reviewed and the alternative of using a cloud-based provider considered with a view to improving the time to restore data.

KEY ACTIONS

1. ISSG to consider the various high level options for Disaster Recovery – including the consideration for a cloud-based solution.
2. ISSG to Appraise new Disaster Recovery approach
3. ICT to implement new Disaster Recovery approach
4. Ensure compliance with the government's Cybersecurity Strategy



If you know someone who needs this information in a different format, for example large print, Braille or a different language, please call Marketing and Communications on 0191 427 1717.