

## APPENDIX 1

### Digital Newcastle - Summary of priority projects to promote digital change and enable financial savings

Workstream	Project	Summary narrative
<b>Digital by Choice - Front facing customer services</b>	<b>Community Hubs</b>	Exploring opportunity to provide a coordinated, targeted and consistent information, advice and referral system cross the city in partnership with other agencies. Universal offer to be based around digital self-service, with targeted provision to those who most need it.
	<b>Civic Centre CSC</b>	Using digital to redesign service provision to reduce demand, promote self-service and support relocation to City Library.
	<b>Channel shift – Top 32 (revised)</b> <ul style="list-style-type: none"> <li>• Document verification</li> <li>• Customer portal</li> <li>• Webchat</li> <li>• ‘Envirocall’</li> </ul>	Continue to improve our digital offer to customers to improve the customer experience and reduce customer contact.
	<b>Telephony to support Digital by Choice</b>	Using telephony to support and promote the transition from face to face to online self-service. Providing support to people where service required is not available online or where we would choose to maintain personal contact. Considering future role and remit of NCC and YHN provision and improved ways of working.
<b>Internal efficiency</b>	<b>Digital First – shared technology platform</b>	Streamlining and automating internal business processes - first project looking at Manager and Employee Self Service.
	<b>Digital payments – phase 2</b> <ul style="list-style-type: none"> <li>• Petty Cash</li> <li>• Payment Cards for social care</li> <li>• ‘Other’ cash payments</li> </ul>	Building on removal of cashiering function to further reduce costs of processing cash transactions, while ensuring appropriate digital inclusion support.
	<b>Mobile working</b> <ul style="list-style-type: none"> <li>• Social care</li> </ul>	Consolidating an approach to mobile working which supports Agile working ambitions, increases productivity and improves the customer experience.

	<ul style="list-style-type: none"> <li>• <b>Local Services</b></li> <li>• <b>New opportunities</b></li> </ul>	
	<b>Digital Document Management</b> <ul style="list-style-type: none"> <li>• <b>Hybrid Mail - dealing with Post at first point</b></li> </ul>	As a Council we want a document management approach which means that the right documents are stored for the maximum appropriate length of time, in the most suitable format, so that the volume of physical storage is reduced, information is appropriately accessible and costs are minimised. This supports our Civic Centre accommodation ambitions and paper free working.
	<b>DigiMembers</b> <ul style="list-style-type: none"> <li>• <b>Digital papers</b></li> <li>• <b>Digital Democracy (Ncl Univ)</b></li> </ul>	Completing deployment of tablet devices and working to maximise usage in advance of Courier finishing in May 2016. Developing network of Member Digital Champions and ensuring that Officers change the way they work to support Members work in a paper free way. Explore use of the research capacity at Newcastle University in relation to Digital Democracy.
<b>Social Care</b>	<b>NHS/Social Care Interoperability</b>	Awaiting further confirmation of requirements. Anticipated need to develop Digital Roadmap
	<b>Exploiting telecare and data</b>	Understanding the opportunity to maximise use of telecare technology where this remains in place to support service users on a more preventative basis and allowing more targeted interventions.
	<b>Effective prioritisation of resources</b>	Understanding how technology can help manage demand, including effective prioritisation of 'waiting lists'
	<b>Streamlining systems and processes</b>	(Link to Digital First - internal efficiency)
<b>Supporting commercialisation</b>	<b>“Newcastle Trading Company” readiness</b>	Ensuring that digital challenge is fundamental part of business case development process
	<b>Building and Commercial Enterprise</b> <ul style="list-style-type: none"> <li>• <b>Dynamic Scheduling</b></li> <li>• <b>New ways of working</b></li> </ul>	Enabling significant budget savings through more responsive deployment of resources and streamlined ways of working.
	<b>Car Parking</b>	Enabling significant budget savings through improved payment options and commercial pay to park models. Links to Digital First - transactions in relation to permit processing.
<b>Smart City (Council and City)</b>	<b>Digital Parks (Newcastle University)</b>	Developing infrastructure to support community mobilisation and participation, to reduce demand for Council capacity and facilitate mutual spin out.

<b>perspective)</b>	<b>Citywide data capture</b> <ul style="list-style-type: none"> <li>• <b>Internet of Things</b></li> <li>• <b>Data exchange</b></li> </ul>	Understanding how digital technology can reduce the need for physical interventions - for example, through the use of 'smart' technology and sensors, or by 2 way data exchange with communities. Examples could include regulation and enforcement activities, building control, security/smart bollards, smart boilers or data capture by means of 'surveys'. Need to be clear on financial business case for technology vs. human resource costs.
	<b>Transport</b>	How we maximise the use of Urban Traffic Management centre (UTMC) data to inform City planning and service delivery.
	<b>Tenant Broadband (YHN)</b>	YHN has an aspiration to provide affordable (and ideally free) basic internet access to all tenants to overcome significant digital exclusion and support transition to digital services.
	<b>Go Digital Public Wi-Fi</b>	Completing the deployment of external Go Digital free public Wi-Fi and maximising take up through communications campaign. Using data and analytics to inform service change and economic development.
<b>Foundations</b>	<b>Digital skills and inclusion</b> <ul style="list-style-type: none"> <li>• <b>Internal</b></li> <li>• <b>External</b></li> <li>• <b>European Funding</b></li> </ul>	Making a more public commitment to developing digital skills of workforce and residents using a multi-faceted approach from broad digital awareness to technical training, underpinned by a developing internal and external networks of 'digital friends' and external partnerships.
	<b>Web development</b>	Continuing to develop our web and social media presence as a primary gateway to Council services
	<b>Exploiting Office 365 and deploying new features and functionality</b>	Deploying new features and functionality, and continuing to exploit Office 365 as part of Digital Skills and Inclusion agenda
	<b>Data and analytics</b> <ul style="list-style-type: none"> <li>• <b>Business Intelligence</b></li> <li>• <b>Open data</b></li> <li>• <b>Shared data</b></li> <li>• <b>Family insights</b></li> <li>• <b>Social Finance</b></li> </ul>	Continuing to build on and expand our use of data and analytics to facilitate public service reform, including involving the Newcastle 2020 group, Core Cities, the local developer community and Newcastle University.
	<b>Applications consolidation</b>	Continuing to enable savings from ongoing challenge of ICT applications
	<b>Digital to support devolution deal</b>	Understanding and enabling the digital requirements to support devolution including the National Institute for Smart Data Innovation.