
Transformation

The Digital Revolution

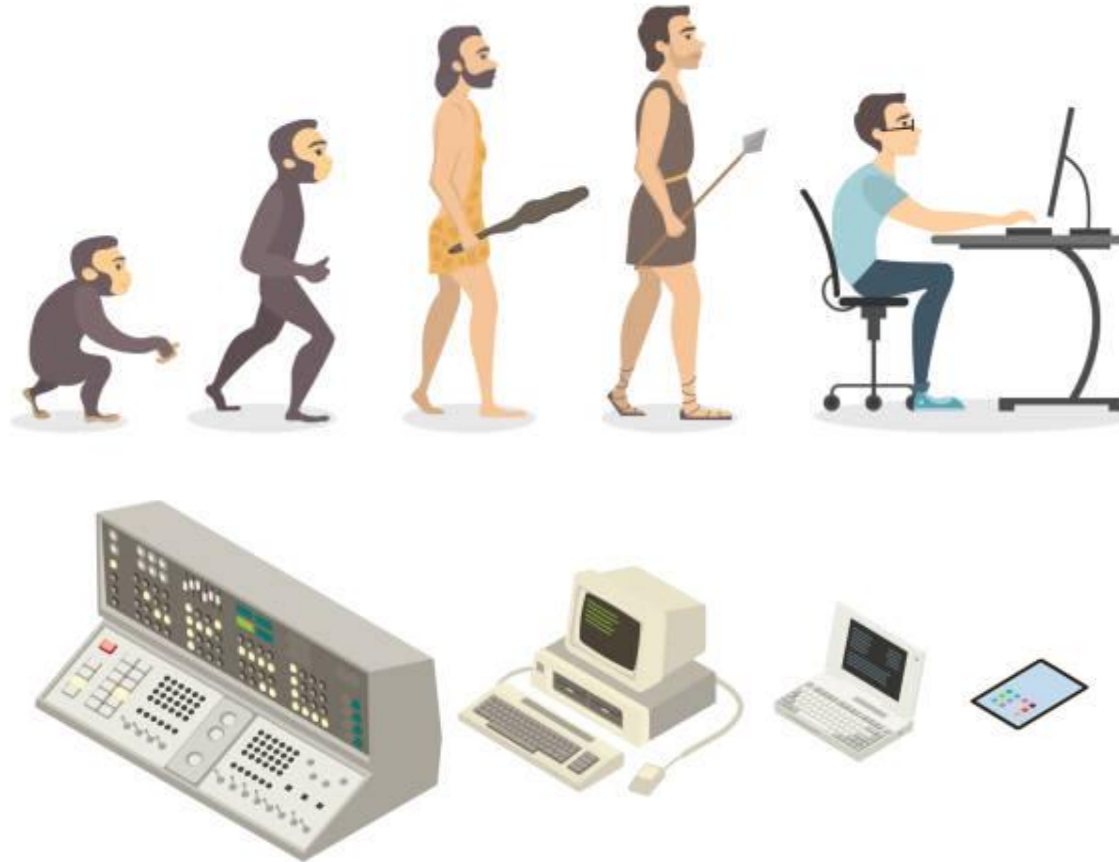
Corporate Resources and External Issues Scrutiny

17 April 2023

- | | |
|--|-------|
| 1. Introduction | 3-5 |
| 2. The Council's Digital Strategy and Six Themes | 6-7 |
| 3. Highlights from our Digital Programme | 8-14 |
| 4. Technology and the Agilisys Contract | 15-18 |
| 5. Questions | |

Introduction - What is the Digital Revolution?

*“The Digital Revolution, also known as the Third Industrial Revolution, is the shift from mechanical and analogue electronic technology to digital electronics, which began in the closing years of the 20th Century.”**



Introduction – Bolton Council's Digital Revolution

Whilst we recognise the need to modernise our services and work more efficiently, we also know that there's a wide spectrum of digital skills, knowledge, ability and willingness to do things digitally in Bolton.

Some of our residents and staff grew up before the internet was established. They continue to prefer or need traditional methods of accessing services.



Others do everything online, and expect us to provide services that they can access 24/7 and which are fast and efficient.



Most people are somewhere in between these – they may have a smartphone, do some online shopping, but also like to do things face to face or using paper.

Introduction – Bolton Council's Digital Revolution

Where our staff and residents lack skills and knowledge, we're supporting them through a range of opportunities that are provided in different locations and across partner organisations.

We remain committed to ensuring that alternative options remain available for those who can't or won't engage digitally:

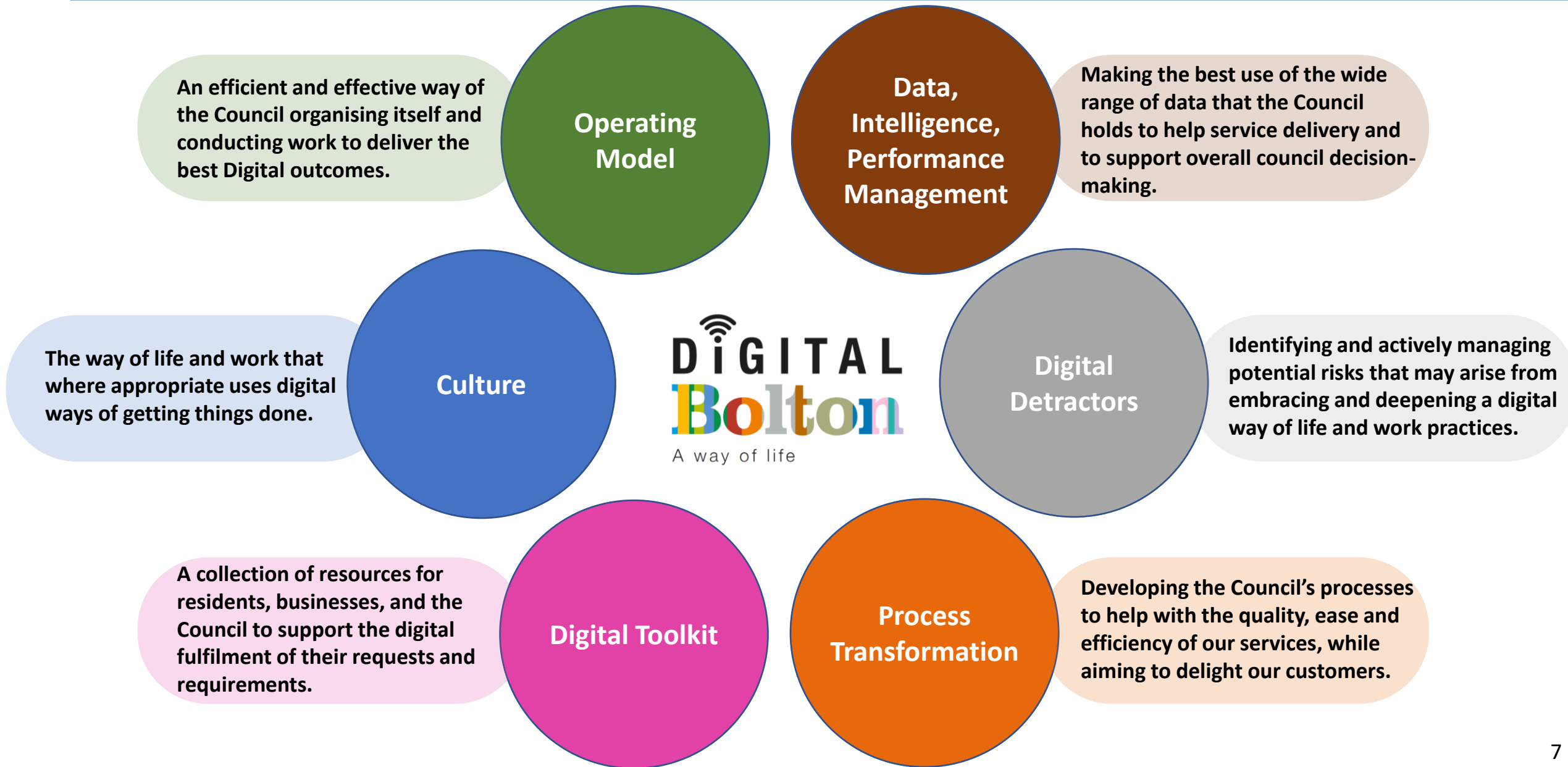
- Customer Services, including the One Stop Shop with face-to-face, telephone and paper channels.
- Other frontline services that maintain a physical presence, e.g. libraries and museums, Family Hubs.
- Support for disabled people who may be unable to use digital channels, by providing paper and telephone support.
- Support for those who don't have the internet or a smart phone, for example older, vulnerable or disadvantaged people.

At the same time we're improving how we work inside the council to free up resources to focus face-to-face and paper options on those who need them.



- In 2021, the council started to develop its **Digital Strategy** in response to a need to modernise and work more efficiently, maximise the opportunities from digital technologies and support the development of digital skills.
- The **programme** to deliver this strategy is focused on internal modernisation and development but includes elements around partnership working and digital inclusion for residents, with beneficiaries being **staff and elected members, residents and businesses**.
- The strategy is a reflection of input from across the council on challenges, requirements/gaps and wishes, and these are grouped into **six themes**, each of which contains a number of **priorities**.

Digital Strategy Themes





A Few Highlights from the Programme

Digital Toolkit

Personal Education Plans (PEP) Portal set up – an online place to store PEPs for children in care, so they can be updated and monitored regularly.

Results



Digital Toolkit

Schools Extranet Project delivered – an updated experience for the council and schools to communicate.

Welcome to My Life in Bolton, **activities** all in one place.

Looking for something to do at the weekend?
Find out what's on in Bolton

www.mylifeinbolton.org.uk

Digital Toolkit

Community Information Directory – plan to completely overhaul “My Life in Bolton” to make it more user-friendly, up-to-date and move to community ownership. Future-proofed to meet statutory requirements around Adult Social Care reforms and Family Hubs.

Information Management - Service Hub

Articles for Action

Producing School Census - Spring 2023
Fri, 16 Dec 2022 | Action required by: 27/01/2023

All news Browse our news

Articles for Information

New Schools Extranet - Training Materials
Wed, 11 Jan 2023

All news Browse our news

Navigation

About us and key contacts
Find out about what support we provide to schools and how to contact us for support

Documents
Access guidance documents and templates

SLA - Subscribers Only

SLA Documents

External links

Provider Portal
Portal giving access to EY headcount, eligibility checks (2 year old funding and 30 hours), school admissions portal

DfE Sign In (S2S)
Used for school to school file transfer and lost pupil database

DfE Statistical Returns
Home page for all school data collections



A Few Highlights from the Programme

Culture

Digital inclusion for Staff

The screenshot shows the Bolton Council Intranet page. The header includes the SharePoint logo and a search bar. The main content area features a banner for 'Digital Skills Training' with a background image of a laptop and keyboard. Below the banner, there is a section titled 'Azure University Advanced Tuesdays' with a description of the program and a QR code for registration. The text mentions that the Microsoft UK Public sector team is sharing the schedule of the Azure University Advanced Tuesdays, free to attend for UK Public Sector customers. It also provides a link to the registration page: <https://aka.ms/AzureUniversityPS>. A QR code is displayed for staff to scan and register via a smartphone. The footer notes that registration deadlines and the full university agenda can be found on the page.

- Dedicated intranet page for staff digital training.
- Digital Aiders.
- Digital training courses.
- Hard copy materials for staff with limited access.
- Staff engagement via Stribe app.
- Vivup staff benefits app.



A Few Highlights from the Programme

Culture

Digital inclusion for Residents and Businesses

- **DES** Digital Employment and Skills, GMCA-funded digital inclusion support, ESOL advisory service, Employment & Skills navigation www.boltondes.org.uk
- **Digital Help** at 9 libraries: Blackrod, Brightmet, Central, Farnworth, Harwood, Horwich High Street, Little Lever and Westhoughton. Digital Drop-ins and 121s. Working with **AbilityNet** to ensure inclusive access.
- **Community Digital drop-ins** – additional staff member from April '23
- Support for **Care Leavers** through a GM pilot to access data via **National Databank**.
- Free **SIMs/data** rolled out to all eligible residents Dec '22 to adults on low incomes via local projects and foodbanks. 42 people supported to date.
- **Digital Lending Library**: providing access to digital devices and data: partner organisation referrals - over 100 beneficiaries.

And lots more!



A Few Highlights from the Programme

Culture

Digital inclusion for Residents – printed guide now available

Guide to Digital Support in Bolton

There are lots of opportunities to learn digital skills and access the internet in Bolton.

Get started today!

Contact the DES Team
01204 332853
DES@bolton.gov.uk

Bolton Council

Contents

- 3** Introduction to Digital Bolton
- 4-5** Local Digital Support
 - Bolton Library and Museum Services - free digital help and internet access
 - Starts With You – free one to one digital help
 - BAND – digital skills support for people with a mental health need
 - UCAN Centres - free digital help and internet access
- 6-7** Digital learning and careers – learn digital skills for life and work
 - Bolton College
 - Digital Skills Bootcamps
 - Starts With You – free 1-1 digital careers advice and guidance
- 8** Bolton Digital Lending Library
 - Borrow a digital device via a local organisation
- 9** National Databank
 - Free data for people on a low income
- 10-11** Online digital help
 - Learn my Way
 - Barclays Digital Wings
 - Bolton DES

2

Introduction to Digital Bolton

There are lots of reasons why it's good to be online and digitally confident.

An increasing number of services, communication and transactions are now delivered online. These include getting in touch with the council for reporting and payments, applying for jobs, learning new skills, saving money, keeping in touch with people and lots more.

The aim of this support guide is to connect you with local digital help, support you to confidently discover your digital potential and reduce digital exclusion!

There are lots of opportunities to learn digital skills and access the internet in Bolton.

Knowledge at your fingertips!

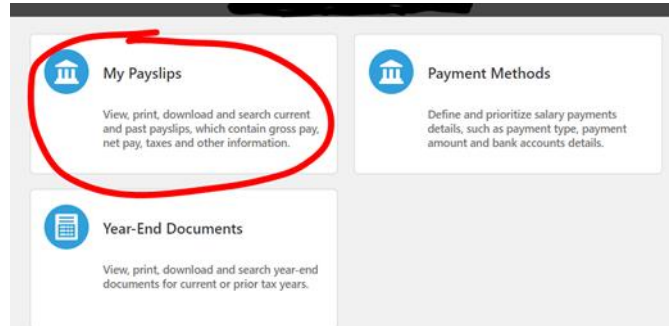
Boost your digital skills and confidence



A Few Highlights from the Programme



- Self Service Phase 1 completed – Oracle move to Cloud and online payslips.



ORACLE
Cloud



- Online Payments Phase 1 completed – taxi licensing and recycling bin ordering.



- Phase 2: currently testing further services.



- Move to new Verint Customer Service Tool to manage complaints.



A Few Highlights from the Programme

150,000

pieces of paper per year,
equivalent to 18 trees

Online payslips

Data storage reduction

**Decommissioning old
technology**

Lower software costs

**Lower third party
contract costs**

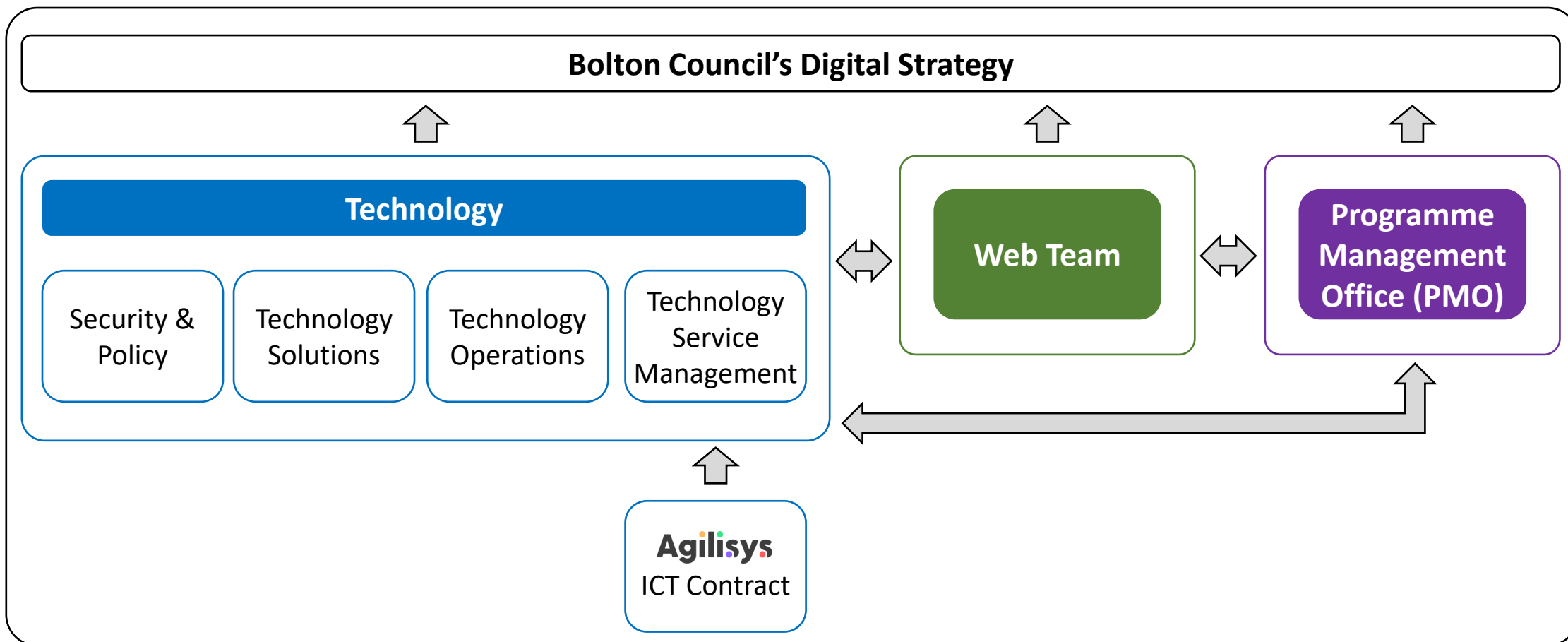
**Greater efficiency:
removing overlap
between laptops and
terminals**

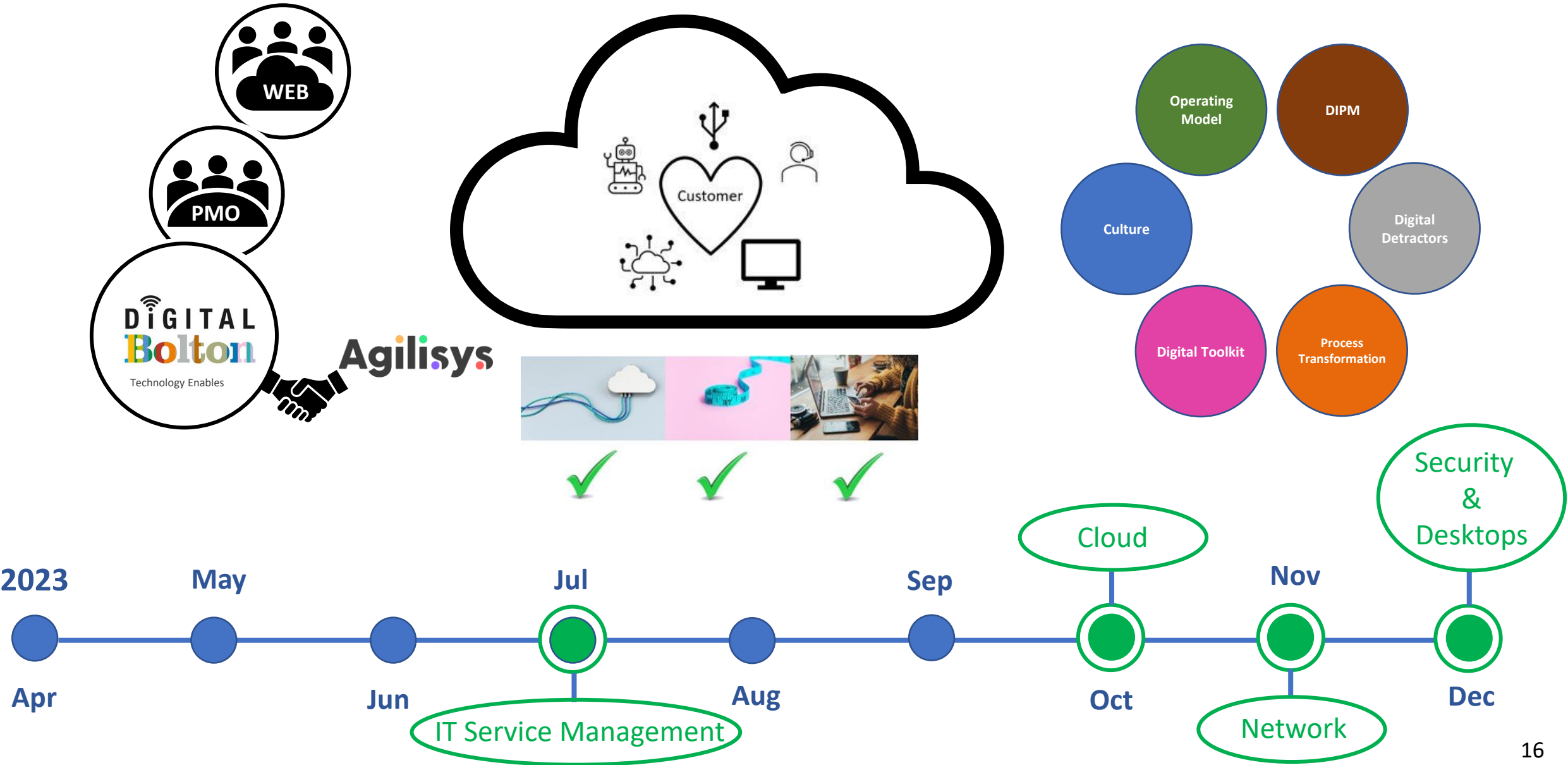
£0.9m p.a.

financial benefit:
>£0.6m cost reduction
£0.3m cost avoidance

Technology (formerly Corporate ICT) is currently laying the foundations for the Digital Revolution.

- Team re-configured and expanded to:
 - Reflect Bolton's exit from the BWP Partnership and skills and capability required.
 - Support the requirements of the new ICT Contract with Agilisys.
 - Align under Transformation with the Web Team and PMO to support the Digital Strategy.





What is the Cloud?

The Cloud refers to software and services that run on the internet, instead of being installed on your device or on servers that we own and manage.



This means that you can access your information on any device that has internet access, like a smartphone, i-Pad or laptop. It also means we can significantly reduce our carbon footprint because we don't run our own data centres.



Because all the hard work is being done in the Cloud, you don't need a fancy, high-tech device to do this, so it can be cheaper. Google Chromebooks are an example of a lower cost and spec device.



It's important for us to have very strong cyber security and back-up systems in place, because we are transmitting more data across the internet and in case there's a problem with the internet service.



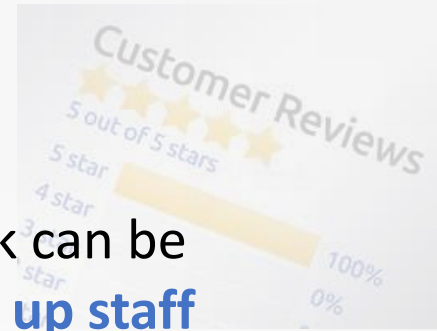
Moving to the Cloud will help us to achieve climate change targets.

What Does This All Mean For Us?

- More **flexible** approaches to working, making us more efficient and **responsive** to customers.
- **Financial benefits** – less travel (time and fuel), reduced infrastructure and kit costs, less paper.
- **Environmental benefits** – less paper, fewer carbon emissions.
- Responding to **customer requirements** – digital working enables customers to access services at times that suit them.



- Enhanced **security**.
- Labour-intensive manual work can be reduced or eliminated to **free up staff time** for more complex work by automating and using bots. This also means that some of our recruitment and retention challenges can be minimised.
- A **modern organisation** that maximises both the technology **opportunities** available to us and the benefits of the new ICT contract.



A hand is pointing towards a central glowing point on a digital interface. The interface is composed of a grid of hexagonal tiles, each containing a different icon representing various digital and technological concepts. The background is a soft, out-of-focus blue and white gradient.

Questions?