

Leicestershire ICT Partnership Charter (DRAFT)

Vision and Key Commitments

Our vision is for the partner councils to work as one, to become truly digital organisations that will “enable communities and councils to make the most of the digital age”

We will by default work with one purpose and vision to harness the potential of digital design, data and technology to work safely and productively in each council and transform our relationships with residents and businesses. We will create a High Class Technology and Systems Infrastructure for the Partnership Councils and we will also develop our people to have strong digital capabilities and mindsets. This will provide the basis for cultural change to create better customer experiences, more data and insight informed decision making, greater productivity and enhanced community relationships. Our aim will be to become an exemplar digital partnership which will grow over time.

We will do this by focusing on three main commitments (supported by two cross cutting commitments):

1. Digital Councils

We will work to achieve a ‘single approach to change’ ethos across the Partnership. We will optimise how each council uses digital design, digital solutions, data and technology to create a modern workplace culture, new ways of thinking, work productively, collaborate, make informed decisions, adapt and innovate.

2. Digital Services

We will transform the relationship between residents and each council by providing online services so good that most people and businesses will choose to use them and can do so unaided. Again, we will do this by adopting a “single approach to change” ethos when developing these digital services.

3. Digital Localities

We will maximise opportunities for digital design, digital safety and security, digital solutions, data and technology to enhance economic growth, quality of life, sustainability and individual opportunity in each of our areas.

Success in all of these three main themes above will be unlocked and accelerated by progress in the further two cross-cutting commitments:

4. Collaboration and Data We will gather metrics and data to support critical thinking in order to facilitate the implementation of continuous business improvement and change. We will also use digital tools to collaborate with organisations across all sectors, make partnership data as open as possible and share digital assets for the public good.

5. Governance We will adopt an engaging governance model that is fit for the digital era and we will ensure that Digital Leadership has a key role at all levels of our respective organisations.

Principles and Approach to Delivery

The new approach is underpinned by the following principles, which guide the way we will work as we pursue our vision.

1. We will focus relentlessly on meeting user needs (end-to-end), going much further than ever before through collaborative working in common service areas across partner councils
2. We will build and invest in multi-disciplinary project implementation teams across the Partnership and follow as far as possible the [Government Digital Standards](#) methodology.
3. We will support and continuously improve all our products and services and by default, we will implement new technology projects as if the partnership was a single council.
4. We will embed the concept and understanding that no service is ever finished, or complete, and that there are always improvements that can be made; this will become recognised as part of the Partnerships working ethos.
5. We will by default work as if we are a single council, will base our decisions on evidence and always seek to build mutual trust
6. We intend digital work to become a key mainstream activity with each partner seen as a “digital organisation” rather than an organisation that just “does digital”.
7. We will work in the open, with inclusivity across partners and we will move towards a pooled budget for technology services.