

## **Appendix 1 – Digital Watford Board Terms of Reference – agreed 27 July 2016**

### **Background**

Cabinet agreed at its meeting of 6 June 2016 to establish the Digital Watford Board (DWB). The report set out the following:

#### ‘Specific Proposal - Digital Watford

This is a key new cross cutting priority. We are behind in this field – channel shift, 24/7 services, online transactions, integrated backend services, integrated customer services, customer accounts are all non-existent or underdeveloped. We need a step change in our innovation and service transformation to benefit service users and drive further savings. Securing town centre wifi, the new website and a more modern council IT infrastructure all provide constructive platforms for building and delivering Digital Watford. It will need strong executive and political leadership and must not be seen only as an IT project. To give this priority clout and momentum it is proposed we establish a Digital Watford Board, chaired by the PH (Resources and Customer Services) and supported by the PH (Community). The Board will comprise officers and members and make recommendations to Cabinet. Terms of reference will be drawn up and any changes required to delegated authorities will be reviewed by the Mayor.

A new Head of Service Transformation is proposed to drive this step change across customer services and IT, bringing new ideas on how to quickly modernise our services and help capture savings by moving appropriate activity online. The role would be the lead officer for the Digital Watford Board.’

### **Membership**

#### Members

Chair Cllr Mark Watkin

V-Chr Cllr Karen Collett

Labour councillor to be confirmed

#### Officers

Managing Director, Director of Finance, Head of Service Transformation, Section Head ICT, Head of Community Services, Section Head Customer Services

The DWB Role is to:

- a) Commission and approve a Digital Watford strategy
- b) Commission and approve a Council ICT strategy
- c) Create an impetus for cultural change that embraces new ways of working
- d) In respect of a) and b) above, establish the ‘As is ‘ position and determine the ‘To be’ aspiration
- e) Agree and monitor the delivery plan
- f) Recommend to Cabinet the resources required over the medium term and priorities for investment
- g) Review how services can be improved and made more accessible through digitalisation
- h) Approve the benefits realisation plan (e.g. cost benefit analysis, capturing efficiencies and savings that can be secured and recommending how businesses could benefit through improved digital infrastructure)
- i) Recommend improvements to how data is gathered and shared across key stakeholders

j) Encourage learning from best practice elsewhere

**Meetings**

DWB to meet monthly initially with administrative support from Democratic Services.

**Decision Making**

Digital Watford is an advisory Board to the Mayor and Cabinet. It has no delegated powers and any key decisions will need to be published and effected either by officers or the portfolio holder in accordance with the Council's scheme of delegation and constitution.