21. Digital and ICT Service Profile
(2026/27)

Director:	David Bell
Assistant Director / Head of Service	Mike Kenworthy
Portfolio Holder(s):	Cllr Drake-Davis
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Purpose of Plan

This Business Plan provides an overview of the service, and sets out its key priorities, high level objectives, key deliverables, and key performance measures. It will be supported by individual team plans which contain more detail about how teams work towards meeting priorities and measuring success.

The priorities and actions set out in the Business Plan focus only on key areas of development, improvement, and transformation, and does not cover all detailed aspects of service delivery. The identified priorities will link directly into the Council's contribution towards the Community Plan and achievement of productivity and savings targets.

Progress against the service plan will be reviewed on a regular basis within directorate teams, by the Corporate Strategy Team, and in consultation with Cabinet Portfolio Holders.

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1. Service Overview

Service Description

The ICT service delivers digital technology which provides a safe and secure foundation for innovative, integrated public services that cross organisational boundaries and deliver to those in most need.

The ICT and Digital team ensure that the systems are available, reliable and that the council is kept secure from cyber-attacks such as hacking. It manages the organisations IT infrastructure, making available Microsoft app, communication systems and line of business application. It investigates emerging technologies and works with the service area to deliver solutions to meet their business needs.

The ICT Service is divided between two divisions.

The Operations and Support Division provides ICT support infrastructure for the Council. Its main BAU responsibilities are the delivery and technical support of hardware, networking, telephony, cloud storage and computing and cyber security.
The primary point of contact for customers is the End User Support Team.

The Digital Strategy and Development Division ensures delivery of digital technology which provides a safe and secure foundation for innovative. Its main BAU responsibilities are system support for major corporate system, data analysis and software development

The first contact for Service Area's developing new digital ideas is the Service Profiling, Engagement and Digital Transformation Team (BPEDT).

Strategic Direction / Future Plans

Strategic Direction

- Improved Business Efficiency: Leverage digital capabilities and skills to drive efficiency, better outcomes and deliver value for money.
- Targeted Support: Utilise data, AI, and new technologies to support informed decision-making and effective service delivery.
- Environmental Support: Contribute to the green agenda through sustainable ICT practices and data-driven decision-making.
- Digital Inclusion: Foster an inclusive digital ecosystem accessible to all and make it easier for the citizen to interact with the council.

Future Plans

- The modernisation of major corporate systems, such as Revenues and Benefits,
- The implementation of AI solutions for data analytics, automation and providing solutions to reduce administrative overheads.
- Rationalise systems to reduce costs, duplication and complexity.

Overall Service Priorities

Service Priority	Strategic Driver (Community Plan Ambition, Government, Organisational, etc)
Supporting and enabling change across the organisation.	Organisational Improvement Getting the basics right
Delivering service specific and cross cutting Digital and ICT projects.	Organisational Improvement Getting the basics right
Provision of ICT hardware and Connectivity to the council.	Getting the basics right Improving productivity Reducing carbon emissions
Ensure security and resilience.	Government Guidance
The safe storage of all digital records and data.	Data Protection Act
The investigation and delivery of new technologies	Improving Productivity and efficiency
Providing solutions based on an analysis of business needs.	Improving Productivity and efficiency
Provision of Data Analytics and business intelligence.	Improving Productivity and efficiency

2. Service Resources and Assets

Staffing and Financial Resources (including grants)

Budget 2026/27	**£000'**		
Staff Costs	4,719	**Budget Changes**	**£000's**
Other Expenditure	5,572	26/27 Efficiency Savings	
Gross Expenditure	**10,291**		
Fees & Charges	-552	25/26 Savings undelivered	
Grant Income	0		
Other Income	-1,777		
Gross Income	**-2,328**		
		Investments	234
Net Expenditure	**7,963**	Funding of Base Pressures	