



North East Lincolnshire Council
ICT & Digital Strategy
2025 - 2030



FOREWORD

I'm excited to share this ICT and Digital Strategy. It has been designed to address both the internal ICT needs of the organisation and the broader requirements of the community it serves.

By focusing on internal ICT needs, the strategy ensures that the Council operates efficiently, effectively, and securely, providing a solid foundation for delivering high-quality services. This internal focus is crucial for maintaining robust infrastructure and platforms that support the Council's operations.

Simultaneously, the last three years have identified the need for a deeper look at the overlap with community and place-based needs, recognising that the public sector plays a vital role in enhancing digital inclusion, accessibility and technology advancements such as public Wi-Fi.

By leveraging modern tools and technology, the ICT Strategy aims to bridge the gap between internal service delivery and public services, ensuring that both the Council and the community benefit from improved digital capabilities.

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OUR APPROACH

Principles

- Maximise existing investments
- Committed to Carbon Net Zero
- Work Nationally & Regionally
- Digital Inclusion
- Local Digital Declaration
- Accessibility Standards
- Continuous Improvement
- AI Opportunities Action Plan

Design

- Technology Code of Practice
- Modern Government Blueprint
- Service & Organisational Design
- Public Services Network
- National Cyber Security Centre
- Insights Led
- Cyber Assessment Framework
- Supplier Roadmaps

Delivery

- Agile Principles
- ITIL Framework
- Certified Partners
- Collaborative
- Skilled Workforce
- Digital Leadership
- Tools for Change
- Project Governance

OUR THEMES



Optimise all existing technology investments



Enable service delivery through emerging technology



Secure all ICT infrastructure and data assets

OUR APPROACH TO GOVERNANCE

These forums gather on a frequent basis to capture the overall strength of our ICT infrastructure and investments.

They all cover much more than ICT, so they include cross Council representation that help us understand our impact.

- The **ICT and Digital Management Team** prepare relevant business cases, presentations, briefing notes and highlight reports as required for these meetings.
- The **ICT and Digital Board** is where we monitor progress on all our projects, performance metrics and operational exceptions
- The **Business Development Group** review business cases that require financial investment and seek out the ICT needs and opportunities.
- The **Assistant Director Group** have the final decision on our technology business cases and depending on the value, go on to Cabinet for approval too
- The **Information Security and Assurance Board** review our Information Governance and Cyber Risk controls.
- The **Corporate Governance Group** review all matters relating to ICT and Cyber Controls. This Group reports to the Council's Assurance Board & Audit and Governance Committee.
- We attend the **Estates Programme Board** to capture ICT requirements for new and existing Council premises.
- We use the **Leadership Forum** to share service plans and help embed emerging technology and projects.
- Key decisions and updates on delivery of the ICT and Digital Strategy are taken to the **Portfolio Holder** - Finance, Resources and Assets



OUR PERFORMANCE METRICS

Strategic Impact

We monitor the impact of strategic activities on our routine work to understand what is going well and what is not going so well.

Higher volumes of routine work may indicate good or poor practice in particular areas.

Resident Registrations

Continually promoting new and existing digital offerings should drive up the number of customers and residents who register for our digital services.

Transformation Count

Capturing every service who begin to use new or emerging technology to change their service offer to become digital or more digitally mature.

Digital Services

Continue to increase the volume of services available via the Customer Portal, making more services digitally available.



DIGITAL COUNCIL

A WELL MANAGED SERVICE

- **Enable** our workforce to stay online and able to do the job they need to do.

This **includes** support for technology adoption.

- **Enable** the technology behind the scenes that ensures we are resilient and available.
- **Optimising** and embedding business applications and the broader corporate platforms to deliver cross council services in a cohesive manner.
- **Optimising** contracts and supplier relations to ensure we have modern software and hardware that is value for money.
- **Securing** ICT assets, so we are protected from cyber threats and ensuring our business is continual and at worst, recoverable



DIGITAL COUNCIL

A WELL MANAGED SERVICE

- We provide daily drop-ins for colleagues to get prompt support without the need for appointments.
- We **support over 2300** employees who access the ICT functions they need for their job.
- We aim to **replace a fifth** of our end points each year to help maintain a modern desktop experience.
- We follow a **platform first approach** for our business applications, ensuring we maximise the investment of existing solutions first.
- Our **core server and network** infrastructure is replaced in accordance with supplier roadmaps and warranty dates.
- We work with the data and insights team to explore **insight led approaches** to service delivery across all areas of the Council.
- We centrally manage all ICT contracts and ICT spend to ensure alignment to our technical standards and **maximise value for money**.
- On average we resolve **756 calls per month**, this includes incidents, service requests and changes.
- We spend over £400k per annum on hardware maintenance and replacement hardware, supporting our **strategic replacement projects** and preventative maintenance plans.
- We spend over £2m per annum on software licences, maintenance and the cloud hosting of **line of business applications** and desktop productivity software



DIGITAL COUNCIL STRATEGIC PROJECTS

- Enabling quick, secure and easy sharing of information across all our services via the **Information Management & Resilience project (IMAR)**.
- Building a **Children's Platform** that will bring processes and information together to enhance delivery across Social Care, Early Help, Early Years, Youth Offending and Education and Health and Care Plans.
- Building a **Digital Platform** that gives our residents and customers the option to interact through fewer websites and get to the information they need faster.
- Building a **Customer Platform** that gives our residents and customers the simplest way to report, apply and pay for services and receive feedback on progress.
- Prototyping an **Insights Platform** that can host all our insights in a secure manner with relevant consent as we build and deliver services that are insight led.



DIGITAL DELIVERY TARGETED AREAS

Building a Customer Platform

- Sharing information and providing timely updates on enquiries relating to the highway infrastructure.
- Keeping our residents informed on matters relating to recycling and waste, along with information on maintaining our parks and open spaces.
- A portal that helps share and capture topics relating to protecting public health, food safety and consumer rights.

Council wide Transformation

- **AI Agents:** These will enhance the way the Council delivery services, by providing instant, 24/7 support for resident and business enquiries, streamlining service requests, and freeing up staff to focus on complex or high-priority issues.
- **Emergency Planning:** We will consider the implementation of advanced technology that enables real-time monitoring, rapid assessment, and coordinated response to emergencies.
- **Digital Inclusion:** The ICT and digital strategy will consider the associated pillars of Digital Inclusion to help fix the digital divide, this includes hardware, connectivity and skills training, so that we can help people be digitally equal.
- **Resources:** Intelligently linking all our corporate functions such as Finance, People and Culture and ICT and Digital, by using the same platforms and the same information.



DIGITAL PLACE STRATEGIC PROJECTS

- Explore **Artificial Intelligence (AI)** and the **Internet of Things (IoT)** technology that could enable us to further digitise and enhance our service delivery models.
- Work with **partners** and other **public sector** organisations to ensure we are well informed and joining the links across the services we provide. This extends to **Local Government Reorganisation** and **Greater Lincolnshire Combined Authority**.
- Understand how technology like **drones and virtual and augmented reality** can enhance the way we offer services.
- Work with telecommunication providers to ensure our place has the connectivity to support our digital place aspirations. This incorporates the **Government led Building Digital UK (BDUK) project**.
- Further embed the use of **emerging technology** that supports initiatives such as smart parking and the prevention of flytipping.

ONE COUNCIL

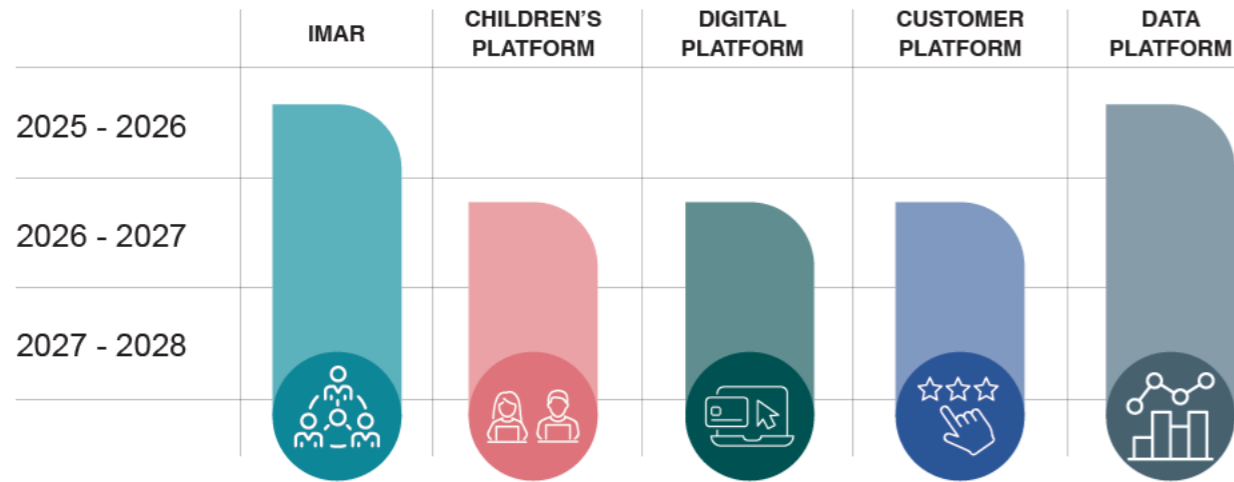
The **ICT and Digital Strategy** considers many plans and strategies from across the Council and is adaptable to emerging needs too.

Please follow the link below to view them. [Policies and strategies](#).

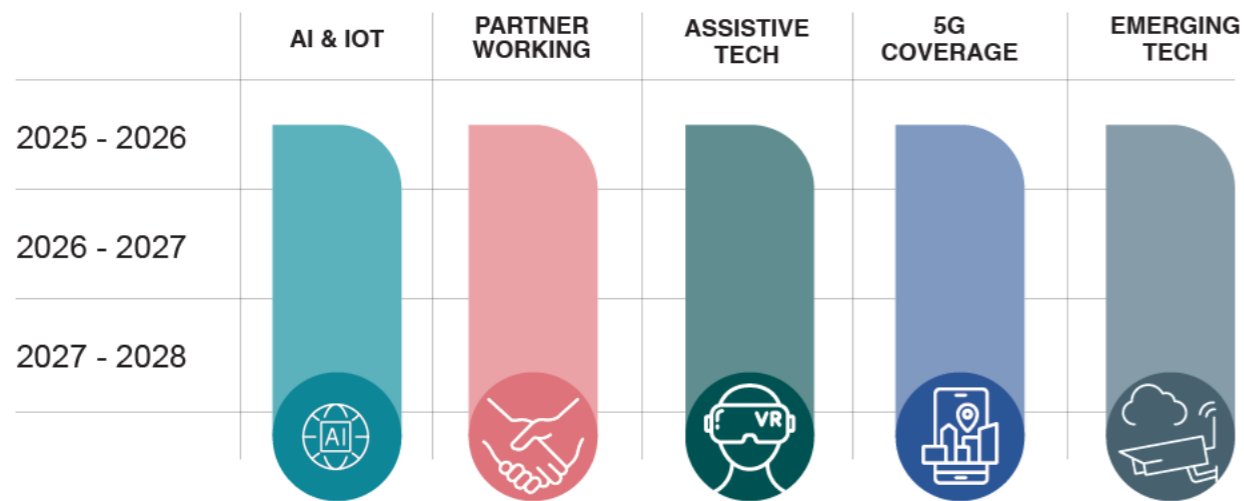
AI Search

MILESTONES

DIGITAL COUNCIL



DIGITAL PLACE



2028 - 2029
2029 - 2030

Whilst we continue to move forward with essential technology enhancements, we are also considering all our future projects with the backdrop of Local Government Reorganisation and the Greater Lincolnshire Devolution Deal.

More information on both topics can be found here: **Devolution and local government reorganisation in Lincolnshire | NELC**





CLOSING STATEMENT

In formulating our ICT strategy, we have placed a significant emphasis on incorporating strategic projects. These projects are designed to drive innovation, enhance our technology capabilities, and position us for the future. By aligning these projects with the Council Plan, we ensure that our technological advancements are proactive, creating new opportunities for growth and organisational change in line with our Council ambition.

We are also keen to include routine work into our ICT strategy to ensure that the daily functioning of our ICT estate is seamless and efficient. These activities are essential for maintaining the stability and reliability of our ICT environment. They support the strategic projects by providing a robust foundation upon which new technologies and innovations can be built. Operational activities also help in mitigating risks, optimising resources, and ensuring that our ICT and Digital services are aligned with the needs of the Council.

The metrics we have chosen in the ICT strategy provide measurable indicators of our progress and success. By defining clear metrics, we can track the performance and impact of our strategic projects and operational activities. This allows us to make data-driven decisions, adjust our approach as needed, and demonstrate the value of our ICT investments.

Milestones, on the other hand, serve as significant checkpoints that help us stay on course, celebrate our achievements, and maintain momentum towards our strategic objectives. Together, our metrics and milestones ensure that we remain accountable and transparent in our journey towards a Digital Council and Digital Place.

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Policy, Strategy & Resources



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Accessibility:

This document is also available in plain text only format. Please contact the North East Lincolnshire Council communications and marketing team at: communications@nelincs.gov.uk

Digital Council | Digital Place