



**North Tyneside**  
Council

# North Tyneside Council

## Digital Strategy

2023–2027

Version: 0.1 DRAFT

## Overview

We live in a digital first borough and almost everything that takes place in North Tyneside involves data and technology. Since the 1970s, public services have been increasingly automated and over the last decade the pace of change has been rapid. Technology plays an important role in sustaining and transforming the way Council services are delivered; it is a key enabler for change and improvement both within the Council and the North Tyneside borough.

The document sets out principles for how the Council's technology services should be identified, designed, sourced and delivered over the next five years. It describes how these principles are linked to the Our North Tyneside Plan and the overarching Council values of we listen, we care, we are ambitious and we are good value for money.

The Digital Strategy for North Tyneside is both inward and outward looking, it does not just describe technology or IT but describes the broader sense of "Applying the culture, processes, business models and technologies of the internet era to respond to people's raised expectations." as described by Tom Loosemore in the UK's first Government Digital Strategy. It looks at how we can use technology to benefit our residents, businesses and communities and how it can be a driver for positive change for the Council and our partners.

To make the principles as simple as possible the strategy is broken down into five themes: Data; Customers; Team; Infrastructure and Borough.

This Strategy is not developed solely by North Tyneside Council but takes into consideration the direction of the wider public sector and global technology landscape including:

- McClelland Review of Public Sector Infrastructure
- Loti Digital strategy research
- Local Government Digital Office
- National Cyber Security Centre
- Public Sector Cyber Resilience Framework
- Industry and sectoral best practice.
- Gartner Research

Internally within North Tyneside Council a wide range of departments have played a part in developing the strategy including:

# Digital Strategy

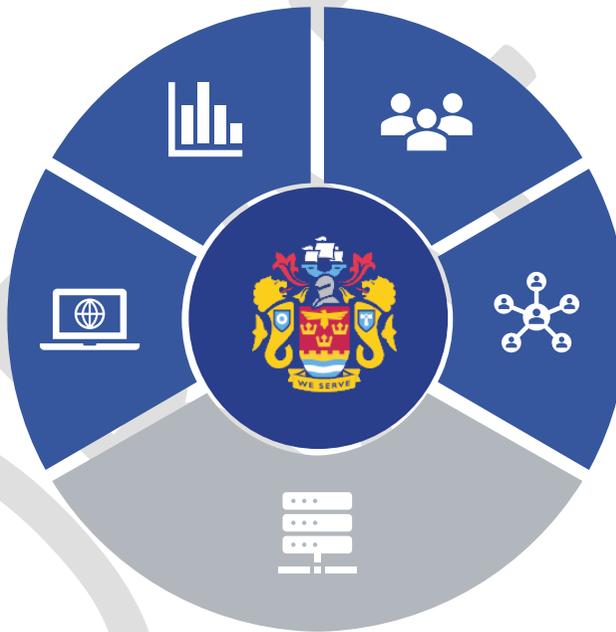
## Data

We will keep it safe, use it well, turn it into intelligence and wisdom, share it lawfully and delete it appropriately



## Customers

We will work to design services to make interaction with the authority consistent and as easy as possible in order to deliver our Customer Promise.



## Team

We will provide **devices** and **applications** that are fit for purpose and reliable, and we will support our team to ensure they have the **skills** to use them well.



## Digital North Tyneside

We will work to ensure **people** are safe, digitally confident and connected, we will support the growth of the Digital **Economy** and We will use technology to help make North Tyneside a great **place** to live, work and visit



## Infrastructure

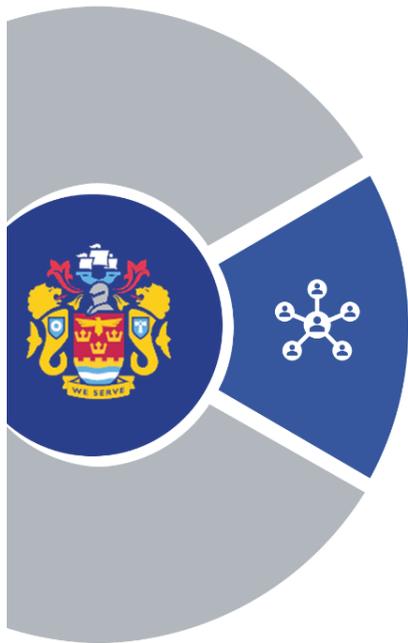
Provide a stable, secure, scalable and cost-effective infrastructure to support the delivery of Data, Customer, Team and Borough themes.



## Digital North Tyneside

We will work to ensure residents, business and visitors are safe, digitally confident and connected both in terms of physical access to technology and digital connection. To achieve this, we have broken the plan down into three key areas: Digital People, Digital Economy and Digital Place.

# Digital North Tyneside



### Digital People

We will work with the market to help deliver high quality affordable connectivity to all in the Borough. We will help residents access the skills, equipment and support needed to use technology safely.



### Digital Economy

We will support the growth of the North Tyneside digital economy by creating and supporting initiatives to improve infrastructure, support Cyber resilience, promote innovation and helping to prepare the future workforce for the digital economy.



### Digital Place

We will use technology to help make North Tyneside a great place to live, work and visit through maximise the use of technology and connectivity to support cultural, leisure and public spaces.