
Digital technology and the workforce

19. The [Local Government Overview 2023](#) notes that digital technology will make councils' future workforces look and work quite differently. In order to achieve the change required, councils need to make good use of digital technology and use the workforce in flexible ways.

20. Digital technology has a strong bearing on a council's workforce needs. It can be used to reshape jobs to increase productivity and reduce back-office functions while improving service quality. Technology solutions include online services, customer relationship management systems, mobile digital devices and more recently, artificial intelligence (AI) applications.

21. Councils need to be innovative in their use of technology and build on new working practices that emerged during the pandemic. In doing so, they must also consider service quality and the needs of people experiencing digital exclusion.

The council's Performance and Transformation Strategy 2023-2028 focuses on utilising technology and innovation to improve service delivery in council services and the automation of back-office processes to increase efficiency

22. The council's Performance and Transformation Strategy 2023-2028 replaces the Digital Transformation Strategy and parts of the Improvement and ICT Strategies. It provides the principles for transformation and the approach to managing data and information to improve council performance.

23. There is a focus on utilising technology and innovation to improve service delivery in council services and the automation of back-office processes to increase efficiency. The strategy also includes aspects of a "Data Strategy" which looks to address the opportunities that exist to leverage data, information, and knowledge for improvement purposes.

24. A key part of the council's approach to transformation is the expansion of digital innovation in ways of working. Extending the use of technology and automation will help to make services more sustainable, as well as increase flexibility and choice for customers. The performance of the strategy will be monitored by a number of key indicators, which will be progressed under the direction of the corporate board. An annual update on progress will be reported to Corporate Policy and Resources Policy Development and Scrutiny Panel and published on the council website.