

The council will look for opportunities to automate processes that will increase productivity

34. The council recognise the need to maximise the use of proven technology by introducing systems and appropriately skilled staff to meet the changing demands of their customer. The council will look for opportunities to automate processes that will increase productivity. Digital services will result in increased data generated and a growing demand for skills in data analysis, data science and machine learning. They recognise that ongoing investment in upskilling their workforce to keep up with emerging technologies is critical. The council is also presently looking to see how Power BI can be used to improve processes across corporate services, by utilising Power BI skills that have been developed in its education services.

The council has not progressed work to understand what digital skills it will need for the future

35. The council completed an audit of its staff digital skills in October 2022, 91 per cent of council staff assessed themselves as having basic digital skills and the results from this audit have been used to target training. As part of the audit the council invited staff to nominate themselves as digital champions, these digital champions have been used to help council staff to upskill their digital skills and tackle digital exclusion. The council acknowledges that addressing digital and analytical skills gaps will remain a critical area of focus, but it has not progressed work to understand what digital skills it will need for the future.

Recommendation 1

The council should progress the recommendations of its digital skills audit to better understand what digital skills it will need for the future.
