

Appendix 7

Digital Services Group: Terms of Reference

Core group: Lorraine Dixon (Chair), Ian Coxon (Vice Chair), Ian Miles, Juliet Beer, Angela Miles: Carly Dixon
(as required for Website related projects)

Project leads / Service Reps: As required

Governance: Reports to SWIS board / CMT / Cabinet as required.

Key functions:

Digital Developments

- Strategic council-wide oversight of the development of digital services, systems, technologies and solutions
 - Developing and capturing ideas and initiatives
 - Ensuring a robust evidence base to support the ideas and initiatives
 - Ensuring the ideas and initiatives fit with the Council's priorities and the Smarter Working in Stockton principles
 - Agreeing the high level feasibility of ideas and initiatives to go forward to the gateway approval process
 - Agreeing purchases of solutions, systems and technologies, ensuring strategic fit and value for money, this includes working with services to provide advice and guidance to inform decisions
 - Developing the learning and capacity across the organisation to deliver the requirements
- Strategic council-wide oversight of Directorate Information Systems Strategies and the associated Xentrall ICT Services work programme
 - Identifying opportunities for consolidation and shared developments
 - Prioritisation of Digital and System development activities, including the Xentrall ICT Services work programme

Appendix 7

Governance

- Develop and oversee the gateway approval process
 - Ensuring that each initiative is supported by a robust business case with clear outcomes, timescales, resources, funding and benefits
 - Authorisation through the relevant gateway stages
 - Ensuring that all relevant services are involved at the appropriate stages
 - Approving tolerances on outcomes, timescales, resources, funding and benefits
 - Approving changes through exception plans and change controls
 - Providing direction on escalating and reporting of risks and issues as required

Key roles:

- Digital and Customer Lead – Lorraine Dixon (Chair)
- Information and Improvement Lead - Ian Coxon (Vice Chair)
- Technology Lead – Ian Miles
- Xentrall ICT Programme Lead – Juliet Beer
- Website Lead – Carly Dixon
- **Project Leads / Service Reps**

This list is not exhaustive as membership of this group is expected to be flexible to enable individuals to join if there are key developments or projects impacting on their service area.

 - Adults, Health and Children’s Strategy and Commissioning (Rob Papworth)
 - Adults Services **(TBC)**
 - Adults Systems (Malcolm Stephenson; Helen Ruddick)
 - Democratic and Administration and Licensing (Margaret Waggott)
 - Children’s Services **(TBC)**
 - Children’s Systems (Malcolm Stephenson)
 - Community Services (Craig Willows)
 - Council GIS (David Renn)
 - Council Procurement (Angela Miles)
 - Council Web content and Comms (Kirsty Grundy)
 - Culture, Leisure and Events **(TBC)**
 - Culture, Leisure and Events (Libraries) – (Chris Rogers)
 - Customer Services (Claire Raw / Jony Carroll)
 - Economic Growth and Development (Chris Renahan / Jo Bradley; Andrea DellAquila)
 - Environmental Health (Stephen Donaghy)
 - Information Governance (Kate Fulton)
 - Legal Services (Alison Thomas)
 - Revs and Bens (Julie Auffret; Sally Harrison)

Appendix 7

- Xentrall Finance (Melanie Bindeman)
- Xentrall HR (Mandy Hill)
- Xentrall ICT (Chris Oates)

Meeting Structures:

Governance

Attendees: Core Group + Project Leads by invitation as required

Regularity: Monthly

Purpose: Compliance with strategies;
Prioritisation of projects, including Xentrall ICT work programme;
Gateway review and approval;
Exception and change management;
Management of escalated risks.

Digital Developments

Attendees: Core Group + Project Leads / Service Reps

Regularity: Quarterly

Purpose: Development of ideas and strategies;
Feasibility, definition and monitoring of projects;
Alignment of projects with strategies
Evaluating options and defining solutions;
Sharing information, experiences and resources;
Advice, guidance and support for Council Services;
Encourage and support colleagues and customers to use digital solutions with competence and confidence (Digital Champion role).

Project Delivery

Attendees: Project Leads + project teams

Regularity: As required.

Purpose: Development of project documentation to inform each Gateway process;
Identification of project benefits, costs and plans;
Management of projects within agreed tolerances;
Escalation to Digital Services Group (gateway reviews, exceptions, change control and risks).

Appendix 7 Gateway approval process

