



ROYAL TUNBRIDGE WELLS TOWN FORUM

Information and Communications Technology (ICT) Strategy 2006 - 11

What is the ICT Strategy?

The ICT Strategy sets out the Council's plans and commitments for investment and development of its ICT systems. Its ambitions are to:

- transform public services to benefit residents and other stakeholders
- increase efficiency and free up resources for front line services
- equip the organisation with the technology needed to deliver services on-line

Why is the Council's ICT Strategy important?

As well as addressing the Council's own needs, for example ensuring efficient communications between staff and Councillors, the strategy has the potential to:

- improve customer access to services
- improve the quality of information and service
- increase 'democratic engagement' – giving taxpayers and others greater opportunity to get involved in local debates and decision making
- make transactions with other organisations faster and simpler
- provide infrastructure which other organisations may benefit from
- ensure secure but speedy exchange of information

Is it of interest to me?

You may wish to influence the ICT Strategy if you are:

- a taxpayer, resident or user of local services and want to influence where or how local services are provided
- have special needs requiring certain standards of technology for electronic services
- a representative of an organisation that works with the Council or regularly needs information from it
- a representative of a voluntary organisation keen to 'join up' with other bodies providing related services

How can I find out more?

- The draft ICT Strategy is available on our website www.tunbridgewells.gov.uk. A paper copy is available on request from Louise Sanders, 01892-554273.

How can I influence the Strategy or be involved in its implementation?

- Contact Andrew Cole, Head of ICT at Tunbridge Wells Borough Council by (INSERT DATE) by emailing Andrew.cole@tunbridgewells.gov.uk or by post to Town Hall, Royal Tunbridge Wells, Kent TN1 1RS