

<b>Title of Report</b>	Digital Strategy 2024-2027
<b>Public/Confidential</b>	Public
<b>Summary/purpose of report</b>	The digital strategy for SSSC has been refreshed for period 2024-2027.
<b>Recommendations</b>	The Council is asked to approve 1. the refreshed Digital Strategy 2024-2027
<b>Author</b>	Jeff Miller, Head of Digital Services
<b>Responsible Officer</b>	Laura Shepherd, Director, Strategy and Performance
<b>Link to Strategic Plan</b>	The information in this report links to:  Outcome 1: <b>Trusted</b> People who use services are protected by a workforce that is fit to practise.  Outcome 2: <b>Skilled</b> Our work supports the workforce to deliver high standards of professional practice.  Outcome 3: <b>Confident</b> Our work enhances the confidence, competence and wellbeing of the workforce.  Outcome 4: <b>Valued</b> The social work, social care and children and young people workforce is valued for the difference it makes to people’s lives.
<b>Link to Risk Register</b>	Select at least one of the following statements and delete the remainder:  Risk 1: We fail to ensure that our system of regulation meets the needs of people who use services and workers.  Risk 2: We fail to ensure that our workforce development function supports the workforce and employers to achieve the rights standards and qualifications to gain and maintain registration.

	Risk 8: We fail to have the appropriate measures in place to protect against cyber security attacks.
<b>Impact Assessment</b>	An Impact Assessment (IA) was not required.
<b>Documents attached</b>	Apx 1 Digital Strategy 2024-2027
<b>Background papers</b>	

## **EXECUTIVE SUMMARY**

1. Our ongoing digital strategy builds upon the significant and highly successful digital transformation journey we have embarked on since opening the Register in 2003.
2. Key developments since this have included an online registration portal and a comprehensive suite of digital learning products for social service workers.
3. In 2018, we launched an ambitious digital transformation programme aimed at delivering new digital capabilities, increasing automation, and leveraging modern and emerging technologies. By February 2019, the digital transformation programme was fully delivered, resulting in tangible improvements in customer service support and laying the groundwork for further digital advancements.
4. We developed and published our first Digital Strategy in 2021 and structure our digital programme of works under the following themes
  - User experience
  - Data informed
  - Intelligent automation
  - Technology architecture
  - Security and compliance
  - Digital inclusion
  - Digital workforce.

## **INFORMATION**

5. This revised Digital Strategy 2024 - 2027 (Appendix 1) has been amended to reflect the work previously delivered and to outline the future key themes. The strategy has been further amended to reflect an increased focus on artificial intelligence and cyber security, resilience and recovery.
6. We monitor the delivery of the strategy through the Digital Programme Board (DPB) and report annually to Council on the work carried out under the themes identified above.

## **CONSULTATION**

7. We have consulted with the Operational Management Team, Executive Management Team, and held a development session with Council Members on 3 October 2024.

## **RISKS**

8. We maintain a cautious risk appetite towards sustaining appropriate operational processes, systems and controls to support operational delivery. However, we have an open risk appetite for the development and enhancement of these systems subject to effective testing and implementation controls. These appetites are reflected in our approach in the strategy.
9. No risks were identified during the refresh of this strategy and any risks identified during the delivery of the themes within it will be documented and reported to the DPB.

## **IMPLICATIONS**

### **Resourcing**

10. Each digital project delivered under this strategy will have its own resourcing implication built into the business cases.

### **Compliance**

11. Any compliance issues identified during the delivery of this strategy will be covered in any business case and project initiation documents and will be reported via the DPB.

## **IMPACT ASSESSMENT**

12. Any impact assessments required during the delivery of this strategy will be covered during the delivery projects and reported to the DPB.

## **CONCLUSION**

13. Council is asked to approve the refreshed strategy at Appendix 1.