# DDaT Forward Plan

# Golden thread

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┌─────────────────────────────────────────┐        ✓
│      Luton 2040 vision & outcomes         │       done
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┌─────────────────────────────────────────┐        🕐
│                DDaT Vision                │     in progress
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│             DDaT Objectives               │     in progress
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┌─────────────────────────────────────────┐        🕐
│              DDaT roadmap                 │     in progress
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┌───────────────────┐ ┌───────────────────┐   🕐          ✓
│  Service plans /  │ │ Strategic Technology│ in progress  done
│     roadmaps      │ │      Roadmap       │
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          │                   │
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┌─────────────────────────────────────────┐        →
│             Delivery plans                │      to do
└─────────────────────────────────────────┘
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LUTON 2040
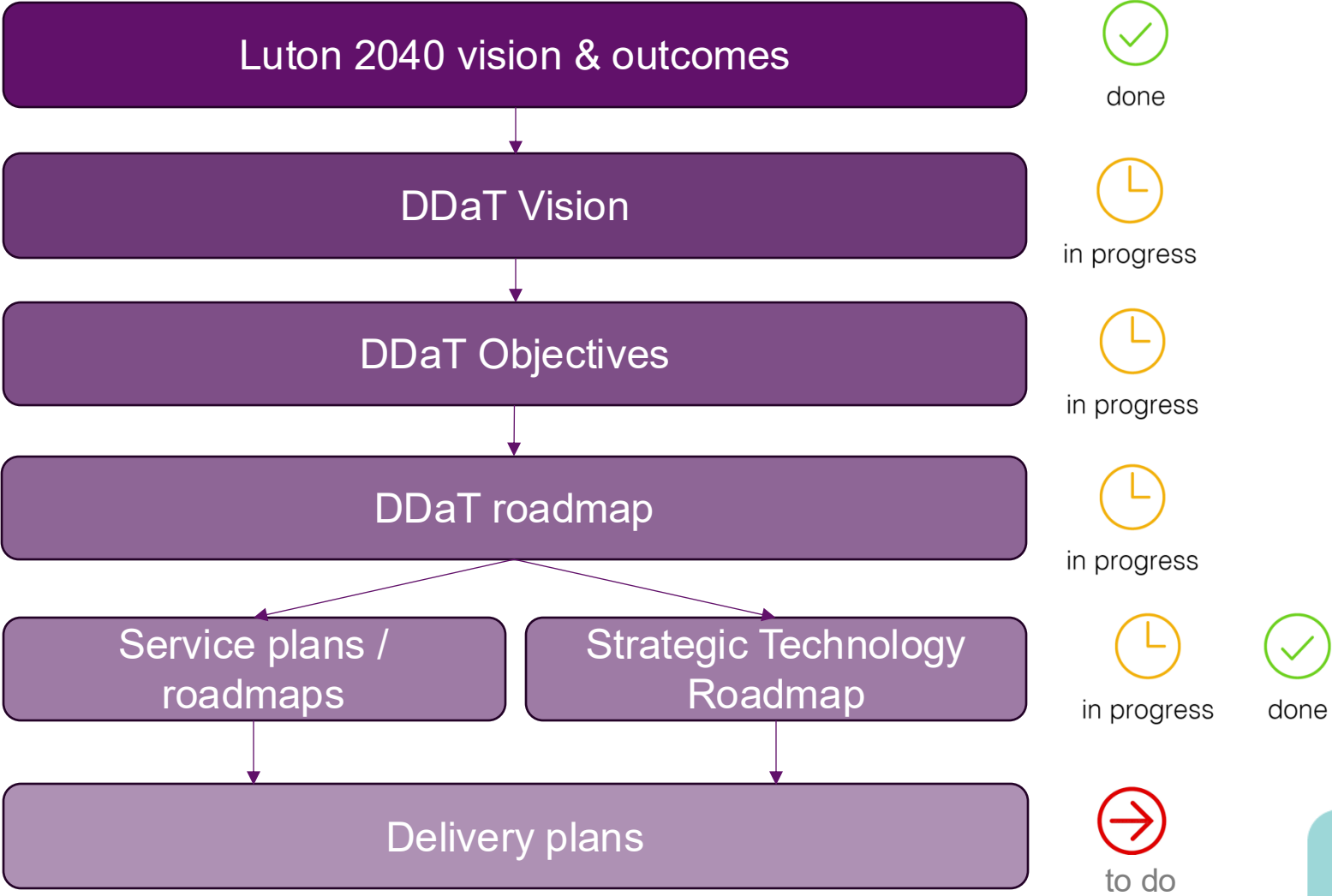
There are three areas of focus for the forward plan:

**DDaT service**

Improving our maturity as a DDaT service

**Wider organisation**

Moving towards becoming a digital and data led organisation

**Partnership working**

Supporting business and residents through technology and data

LUTON 2040

| Objectives | What we are trying to achieve |
|---|---|
| Key Results | The things need to have in place to help us meet the objective |
| Delivery plans | The activities we will take towards meeting the objective |

LUTON
2040

## DDaT Service

A flexible, innovative & user-centred DDaT service

We have the technology and data foundations that enable us to deliver and innovate now and in the future

We are delivering technology and data initiatives successfully that drive forward Luton 2040 and organisational transformation

## Wider organisation

We enable the organisation to maximise the use of technology and data to deliver Luton 2040

## Partnership working

We have effective partnerships to collaborate with and learn from, and build the local economy in support of achieving Luton 2040

LUTON 2040

# Area of Focus: DDaT service

# Workstream: Ways of working

Date started: November 2024

| Budget: | N/A |
| Expected end date | March 2026 |

**OBJECTIVE:** A flexible, innovative & user-centred DDaT service

| KEY RESULTS | PROGRESS | CONFIDENCE |
|---|---|---|
| A clear, articulated and understood vision for the service and service offering | | |
| A cohesive workforce with all staff on Luton contracts | | |
| A happy and productive workforce, minimising sickness, grievances and improvements in staff survey results | | |
| Regular, open communication between teams as the norm | | |
| Identified the gaps in our skills and resources, with a plan to address these over time | | |
| Continuous skills development in DDaT to work in an agile, innovative and user-centred way | | |
| Established career pathways and introduced at least one apprenticeship to the service | | |
| Staff being fully empowered to challenge and make improvements | | |

| OWNER(S): SMT | SRO: |
|---|---|

## Workstream: Building the foundations

Date started: November 2024

| Budget: | N/A |
|---|---|
| Expected end date | March 2026 |

**OBJECTIVE:** We have the technology and data foundations that enable us to deliver and innovate now and in the future

| KEY RESULTS | PROGRESS | CONFIDENCE |
|---|---|---|
| Have a clear view of our enterprise architecture and a vision for the future state | | |
| Have application management plans and roadmaps for key applications | | |
| Have in place a functional MVP data platform in place | | |
| Moved to a green flag position on security | | |
| Reviewed how we use Microsoft products with a plan to maximise productivity, including a review of the licencing model | | |
| The workplace technology offer is fit for hybrid, remote and partnership working | | |
| We have used pilots to create the capabilities and policies to make safe and effective use of AI | | |
| Have in place the right technology platforms to enable improvements in resident experience | | |

## Workstream: Delivery

Date started: November 2024

| Budget: | N/A |
| Expected end date | March 2026 |

| **OBJECTIVE:** | We are delivering technology and data initiatives successfully that drive forward Luton 2040 and organisational transformation | |

| KEY RESULTS | PROGRESS | CONFIDENCE |
| --- | --- | --- |
| We are delivering the strategic technology roadmap (priorities) | | |
| Suitable governance is in place for all projects | | |
| Refine and standardise our work package & project management practices and processes in line with the central PMO | | |
| All projects are resourced suitably, with a range of delivery models in place | | |
| Full costs and impacts of projects are understood before we start | | |
| There is an agreed benefits realisation plan in place for all projects | | |
| We have a culture of learning and improvement from our initiatives | | |
| Product enhancement is prioritised and planned with services | | |
| Establishing a test and learn approach / offer / capability | | |

# Area of Focus: Wider organisation

## Workstream: Organisational ways of working

Date started:  December 2024

| Budget: | N/A |
|---|---|
| Expected end date | March 2026 |

| OBJECTIVE: | We enable the organisation to maximise the use of technology and data to deliver Luton 2040 | |
|---|---|---|

| KEY RESULTS | PROGRESS | CONFIDENCE |
|---|---|---|
| Relationships with services reset as a proper partnership (including 'OLAs') | | |
| Services procure technology in partnership with DDaT and aligned to our architecture | | |
| Have established and matured the technology steering group, including for prioritisation | | |
| Improved maturity around data protection and cyber awareness | | |
| Services understand the art of the possible | | |
| Helping services own the digital, technology and data parts of the service | | |
| We champion the organisation's governance and risk appetite to enable innovation | | |
| We understand and manage cyber and data risks corporately | | |
| Delivered digital leadership training for all Luton Leaders | | |
| Have in place basic digital and data literacy training for all new starters and the Change Champions | | |

# Area of Focus: Partnership working

| OWNER(S): Atika | SRO: |
|---|---|

**Workstream: Partnership working**

Date started: December 2024

| Budget: | N/A |
|---|---|
| Expected end date | March 2026 |

| OBJECTIVE: | We have effective partnerships to collaborate with and learn from, and build the local economy in support of achieving Luton 2040 | |
|---|---|---|

| KEY RESULTS | PROGRESS | CONFIDENCE |
|---|---|---|
| Established an active regional DDaT alliance | | |
| Supported the development of a clear Luton offering to grow Luton's technology, digital and data business base | | |
| Supported at least one Luton start-ups to scale up (using technology & data) | | |
| An active part in developing digital and technology employment skills amongst young people in Luton | | |
| Having an influence to develop our infrastructure that enables smart city | | |
| Established strategic ownership of digital inclusion with a view of all activities across the council and partners | | |
| Making use of existing relationships to drive this objective forward (eg social value) | | |