



North Yorkshire Digital Strategy

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Digitalisation of Public Service



Digital is not a very helpful term – means many things. For us **'digital' is not technology based** it is the use and access of technologies as part of overarching service design and delivery.



This is not new but is continuously evolving – we will **never 'do digital'** and the digital natives of today are potentially the digital outsiders of the future!



There is **opportunity** – digital can bring increased accessibility, more choice, quicker and cheaper service delivery...



There is **tension** – access is far from ubiquitous, and the drivers are often financial, or productivity based rather than people based.

North Yorkshire



Eighty-five per cent of North Yorkshire is classed as 'super sparse'.



The county hosts two national parks and three areas of outstanding natural beauty.



Just 2% of the county is urban but two thirds of the county's 618,000 population live in that 2%.



What makes us special also gives significant challenges on how we deliver public services (in a digitalisation era).

North Yorkshire Rural Commission



The Commission is strongly of the view that digital connection must be considered a human right.



Digital connectivity now touches all aspects of our lives including business, education, social inclusion, medicine, and banking. The pandemic has heightened the urgency for digital inclusion of all North Yorkshire citizens. It highlighted the digital divide and the implications of digital exclusion for those in remote and sparse rural areas.

North Yorkshire Digital Strategy

Thinking and Working Smarter: Accelerating digital transformation in the public sector

Digital and Smart Communities: Invest in our communities to develop sustainable neighbourhoods

Skills for a Digital Age: Collaborate with partners to grow digital skills and talent to harness the opportunities offered by the digital world

Connected North Yorkshire: Enabling the county to be better connected

Smart Businesses and Growth: North Yorkshire is digitally enabled to be the catalyst for economic growth

Progress

Digitalisation is the sum of many parts, examples of progress:

Digitalisation part	Examples of progress
Connectivity	<ul style="list-style-type: none">NYnetFree Wi-Fi into over 20 market towns and public spacesWorking with Shared Rural Network and Emergency service networkSupporting the Digital switch for landlines.Reporting and lobbyingLoRoWanBusiness park broadband
Confidence	<ul style="list-style-type: none">Shared Prosperity Funding for Digital Inclusion projects for citizens3rd sector partners digital inclusion projectsNYC Adult learning for citizens and colleagues skillsDigital Champions networkAccessibility trainingService Design and Digital Product management approach
Access	<ul style="list-style-type: none">Data banksInformation and guidance on social tariffsDevice banksFree to use computers and WiFi
Innovation	<ul style="list-style-type: none">Internet of ThingsAI approach5G trialsHDRC

What's next ...

A few examples of what is coming

- Combined Authority Opportunities
- Local Government Reorganisation
- IoT trials and roll out
- Smart technologies
- Project gigabit
- And more....

Current key focus – the ethical approach to AI.

We have developed an ethical impact assessment as a priority of building our AI approach. Key is taking our colleagues and communities with us so we also have a focus on improving AI literacy and shaping our AI approach around the needs and wants of our people.