



Request for decision: **D34-2016**

Subject matter: Channel management strategy

Executive summary:

The Constabulary and Office of the Police and Crime Commissioner (OPCC) are committed to providing good services and achieving value for money in a way that is open, transparent, accountable and fair. This strategy will help them achieve that by setting out a vision for the Constabulary and OPCC to enable people in Gloucestershire to access their services and information via multiple channels, giving them choice and convenience, so that both engage with their communities in the most effective way. It will also provide better ways for people to communicate with the Constabulary and the OPCC and ensure their resources are used most effectively.

Recommendations (with reasons for that recommendation)

The PCC's Governance Board is asked to:

- 1) Approve the strategy - Digital by Choice 2016-2020 - as the framework for the approach to its channel management work.
- 2) Agree to the appointment, linked to the Digital Transformation Programme, of a business analyst for six months whose prime focus will be to establish channel cost baselines.
- 3) Agree that work can now begin on a tactical plan to help deliver the channel management strategy as a workstream (public engagement) within the Digital Transformation Programme.

Police and Crime Commissioner

The above requests have my approval.

Signed:

Date: 21 November 2016