Scrutiny Report

Overview and Scrutiny Management Committee

Part 1

Date: July 2022

Subject   Digital Strategy Report

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The following people have been invited to attend for this item:

Invitee:	Area / Role / Subject
Mark Bleazard	Digital Services Manager
Tracy McKim	Head of People, Policy and Transformation
Sam Ali	Digital Projects Manager
Tariq Slaoui	Information Manager
Dominic Gibbons	Digital Projects Manager

Section A – Committee Guidance and Recommendations

1   Recommendations to the Committee

The Committee is asked

1. To consider the report and provide feedback on the themes highlighted within including any additions or amendments.
2. To consider any areas of concern/challenge within the report.

2   Context

Background

2.1   The first Digital Strategy 2015-2020 was adopted by Cabinet in October 2015. The strategy was the council's response to a changing world where digital interaction is the norm for many customers, citizens and businesses.

The Digital Strategy 2022-27 is a continuation of and development on the previous strategy in light of the challenges faced and learning done throughout the pandemic to reflect the change in digital need experienced by the council, its staff and the residents and businesses of Newport.

Previous Consideration of this item

2.2.   The Digital Strategy returned to the Community Planning & Development Scrutiny Committee in October 2016 with a progress review.

3   Information Submitted to the Committee

3.1   The report details the challenges faced by the council as a result of the Covid-19 pandemic and the need for adaptation in the planning and delivery of the digital strategy to reflect the changes and learning done throughout that period. It highlights 4 key themes that committee are asked to consider.

3.2   Theme 1 – Digital Transformation
This theme details the aims to transform services using digital technology to be more effective, easy to use and with consideration of user needs.

Theme 2 – Digital Skills and Inclusion
This theme details the aims to improve digital skills and support throughout Newport, for council staff, citizens and businesses to improve their relationship with and use of digital technology.

Theme 3 – Data and Collaboration
This theme details the improvement of service delivery by better use of data and increased collaboration built on secure systems and processes.

Theme 4 – Digital Infrastructure and Connectivity.
This theme details work to be carried out to improve the digital infrastructure and connectivity within Newport for the council, residents, and businesses.

4.   Suggested Areas of Focus

Role of the Committee

The role of the Committee in considering the report is to:

Consider the report and provide feedback on the themes and their aims and actions.

- Assess and make comment on:
    o   The themes identified.
    o   The vision of the themes.
    o   The priorities and actions.
    o   The effect of the strategy on the council, citizens and businesses.
    o   Whether committee is satisfied it has had all relevant information to consider.
    o   Anything else committee feel is prudent.

Suggested Lines of Enquiry

4.1   The committee is asked to consider:

- Do you agree with the 4 proposed themes? Do you feel that anything has been missed?
- Do you agree with the associated vision of each of the themes?
- For each of the themes, do you agree with the priorities and actions identified?
- Do you have any other comments or recommendations regarding the report, themes, actions or risks?

Section B – Supporting Information

5   Supporting Information

5.1   [Digital Strategy Review 2016](#)

[Digital Strategy 2015-2020](#)

[Digital Strategy Approval Decision](#)

6   Links to Council Policies and Priorities

The Digital Strategy fully supports the aspirations in the Corporate Plan, the vision for Newport and Well-being and Future Generations (Wales) Act.

Well-being Objectives	Promote economic growth and regeneration whilst protecting the environment	Improve skills, educational outcomes & employment opportunities	Enable people to be healthy, independent & resilient	Build cohesive & sustainable communities
Corporate Plan Commitments	Thriving City	Aspirational People		Resilient Communities
Supporting Function	Modernised Council			

7   Impact Assessment:
   - **Wellbeing of Future Generation (Wales) Act**

7.1   **General questions**

   - Details of the sustainable development principles are below

7.2   **Wellbeing Goals**

   - IT/digital can make a positive contribution to the wellbeing goals detailed in the Act.

7.3   **Sustainable Development Principles**

   - The strategy demonstrates how as an authority we are working in accordance with the sustainable development principles from the act

     o *Long Term*

     The strategy looks at the longer term and this includes specific long term activities such as digital elements of the council's climate change plan and improvements to the digital infrastructure of the city.

     o *Prevention*

     Preventative measures are key to ensure the effectiveness of the service by ensuring the infrastructure and systems are fit for purpose and appropriately supported and protected. The proactive migration of systems to the cloud is designed to prevent system availability problems as is the Shared Resource Service (SRS) data centre migration. IT systems can provide data to inform better decision making and preventative measures. Digital can also make a positive impact to reduce climate change impacts

     o *Integration*

IT needs to be designed as part of business processes rather than an add-on at the end. The Digital team plays an important role integrating IT into business processes in conjunction with SRS

o **Collaboration**

IT delivery relies on the collaboration between the council's IT service delivery partner, the Shared Resource Service (SRS) the Digital team and all council services as well as with partners and suppliers

o **Involvement**

The digital strategy included wide engagement with internal and external stakeholders. This included a survey on the council's web site, paper surveys and surveys via free public Wi-Fi users. The completion of this strategy will involve further engagement with various stakeholders.

8.   Background Papers

Include all additional documents that are referenced in the report, and those that you have used as background reading. Hyperlink to online versions of them if available.

- [The Essentials - Wellbeing of Future Generation Act (Wales)](#)
- [Corporate Plan](#)
- [Socio-economic Duty Guidance](#)
- [Public Sector Equality Duty](#)
- [Welsh Language Measure 2015](#)
- [Wales National Well-being Goals](#)

Report Completed: July 2022