

# Scrutiny Report



## Overview and Scrutiny Management Committee

### Part 1

Date: August 2023

### Subject Annual Digital Report 2022-23

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

Invitee:	Area / Role / Subject
Tracy McKim	Head of People, Policy and Transformation
Mark Bleazard	Digital Services Manager
Dominic Gibbons	Digital Projects Manager
Tariq Slaoui	Information Manager
Rhys Cornwall	Strategic Director for Transformation and Corporate
Councillor Dimitri Batrouni	Cabinet Member for Organisational Transformation

## Section A – Committee Guidance and Recommendations

### 1 Recommendations to the Committee

The Committee is asked to:

- Consider the report and provide feedback on past performance and future actions.
- Decide whether it wishes to make any comments or recommendations to Cabinet.

### 2 Context

#### Background

- 2.1 This report is presented for best practice and is not a statutory report. The purpose of this report is to provide an assessment of the IT and digital arrangements for the Council and identify where action is required to identify weaknesses and deliver improvements.

- 2.2 By presenting this report, the benefits include:
- Providing an overview of the council's IT and digital services
  - Highlighting the importance of digital services to the organisation especially given the impact of the pandemic, the opportunities they provide and the risks of under-investment
  - Comparing performance with previous years with the aim of continuous improvement
  - Identifying opportunities, address weaknesses and develop an action plan
- 2.3 The committee were consulted in the creation of the Digital Strategy 2022-27 on the [29<sup>th</sup> July 2022](#).
- 2.4 This is the fourth Annual Digital Report designed to complement the Annual Information Risk Report which is now in its eleventh year. This is the first Annual Digital Report under the new Strategy.

#### **Previous Consideration of this item**

- 2.5 The Committee previously considered the Digital Strategy Report 2022-27 on [29<sup>th</sup> July 2022](#) and the previous Annual Digital Report on [9<sup>th</sup> July 2021](#).

### **3 Information Submitted to the Committee**

- 3.1 This report provides a summary of the council's IT and digital services.
- 3.2 The report has an executive summary followed by information on activity during 2022-23. Conclusions as a result of this activity are then detailed followed by an action plan.
- 3.3 The reports contents are:-
- Background and Purpose
  - Current position
  - Digital Strategy Progress
  - Conclusions
  - Actions Summary
  - Risk Management
  - Action Plan

### **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 past performance and future actions
- Take a backward look at activity around IT/digital during 22/23 and how it contributes to the effectiveness of service delivery
- Assess and make comment on:
  - The contribution of IT/Digital to service delivery
  - The future plans for 23/24 and their appropriateness
  - Whether the Committee is satisfied that it has had all of the relevant information to consider

**Suggested Lines of Enquiry**

4.1 General review of previous activity and future action plan.

**Wellbeing of Future Generation (Wales) Act**

5 Ways of Working	Types of Questions to consider:
<b>Long-term</b> The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.	What consideration have you given to the long term trends that could affect your proposal or; how could your proposal impact these trends?
	How will the needs of your service users potentially change in the future?
<b>Prevention</b> Prevent problems occurring or getting worse.	What is the objective (or the desired outcome) of this proposal?
	How are you addressing these issues to prevent a future problem?
	How have the decisions, so far, come about? What alternatives were considered?
<b>Integration</b> Considering how public bodies' wellbeing objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.	Are there any other organisations providing similar / complementary services?
	Have you consulted with the health board, third sector, emergency services, businesses and anyone else you think might be impacted?
	What practical steps will you take to integrate your project with existing plans and strategies of other public organisations to help us all contribute fully to the seven national well-being goals?
<b>Collaboration</b> Acting in collaboration with any other person (or different parts of the organisation itself).	Who have you been working with? Why? Who have you collaborated with in finding out more about this problem and potential solutions?
	How are you co-working with other sectors?

	How are you using the knowledge / information / good practice of others to inform / influence the Council's work?
<b>Involvement</b> The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.	How have you involved the people who are being impacted by this decision?
	How have you taken into account the diverse communities in your decision making?
	How have you used different / alternative methods to reach people and involve them?
	How will you communicate the outcome of your decision?

## Section B – Supporting Information

### 5 Links to Council Policies and Priorities

Well-being Objective	1 – Economy, Education and Skills	2 – Newport's Environment and Infrastructure	3 – Preventative and Equitable Community and Social Care	4 – An Inclusive, Fair and Sustainable Council
<b>Aims:</b>	Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.	A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.	Newport is a supportive city where communities and care are at the heart of what we do.	Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.

5.1 The Annual Digital Report has strong links with Wellbeing Objectives 1, 2 and 4.

### 8. Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2022-27](#)
- [Digital Strategy 2022-27](#)
- [Information Risk Report 2022-23](#)
- [Shared Resource Service Monitoring Update 2022](#)

Report Completed: August 2023