

Scrutiny Report



Management Committee

Part 1

Date: 9th July 2021

Subject **Annual Digital Report**

Author Overview and Scrutiny Officer

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

Invitee:	Area / Role / Subject
Rhys Cornwall	Head of People and Business Change
Mark Bleazard	Digital Services Manager
Dominic Gibbons	Digital Projects Manager
Sam Ali	Digital Projects Manager
Tariq Slaoui	Information Manager

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked

1. Consider the report and provide feedback on past performance and future actions

2 Context

Background

- 2.1 This report is designed for best practice rather than of a statutory nature. 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.

The benefits of the report are as follows:

- Provide an overview of the council's IT and digital services
- Highlight the importance of digital services to the organisation especially given the impact of the Coronavirus pandemic, the opportunities they provide and the risks of under-investment
- To compare performance with previous years with the aim of continuous improvement
- This is the second Annual Digital Report designed to complement the Annual Information Risk Report which is now in its ninth year
- Identify opportunities, address weaknesses and develop an action plan

Previous Consideration of this item

- 2.2 Due to scheduling challenges, the first Annual Digital report for 2019/20 was not presented to Scrutiny Management Committee as planned last year. Therefore, this is the first time this type of report has been provided to this meeting.

3 Information Submitted to the Committee

- 3.1 This report provides a summary of the council's IT and digital services. It looks at the work carried out primarily during the 2020-21 financial year across the council.
- 3.2 The report has an executive summary followed by information on activity during 2020-21. Conclusions as a result of this activity are then detailed followed by an action plan for 2021-22.
- 3.3 The reports contents are:-
- Digital Strategy
 - Organisation and governance
 - Performance
 - Funding
 - Projects
 - Core planned
 - Reactive
 - Compliance, security and audit
 - Infrastructure, capital programme and cloud
 - Devices and operating systems
 - Digital developments
 - Business continuity/disaster recovery
 - CoronaVirus Impact and 'New Normal'

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 20/21 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 21/22 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

Section B – Supporting Information

5 Supporting Information

- 5.1 This work supports the council's Digital Strategy and the Modernised Council theme.

6 Links to Council Policies and Priorities

- This report is most relevant to the council's Digital Strategy that is referenced in the report. Many of the activities are in line with the principles of a Modernised Council referenced in the Corporate Plan.
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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 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 report demonstrates how as an authority we are working in accordance with the sustainable development principles from the act

- **Long Term**

Initiatives in IT/digital need to consider the long term and follow a plan as demonstrated in the existing Digital Strategy. The planned review of the Digital Strategy will enable a review of the long term dimension of the strategy. The strategic move to the cloud is one example of this long term vision.

- **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. IT systems can provide data to inform better decision making and preventative measures.

- **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

- **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 suppliers.

- **Involvement**

the council has contact with internal services, members of the public and businesses in relation to IT delivery. The review and refresh of the Digital Strategy will include wide engagement with internal and external stakeholders. More generally, the council has IT systems to engage with the public including via its web site and bus Wi-Fi

8. Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan](#)

Report Completed: July 2021