

# Scrutiny Report



## Overview and Scrutiny Management Committee

### Part 1

Date: July 2022

### Subject Annual Digital Report

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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                  |
| 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 This is the second time that the Annual Digital report has been brought to the committee, the first iteration appearing in [July 2021](#).

### **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 2021-22 financial year across the council.
- 3.2 The report has an executive summary followed by information on activity during 2021-22. Conclusions as a result of this activity are then detailed followed by an action plan for 2022-23.
- 3.3 The reports contents are:-
- Executive summary
  - Background and purpose
  - Current position
  - Conclusions
  - Actions summary
  - Actions 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 21/22 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 22/23 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.

|                            |  |   |  |  |
|----------------------------|--|---|--|--|
| 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 work on a new Digital Strategy enables a review of the long term plans associated with the strategy. The strategic move to the cloud is one example of this long term vision along with commitments around climate change*

- **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 and the SRS data centre move is also a positive step. 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*

- **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 partners and suppliers*

- **Involvement**

*the council has contact with internal services, members of the public and businesses in relation to IT delivery. The new Digital Strategy referred to in this report included 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](#)
- [Digital Strategy](#)
- [5G networks](#)

Report Completed: July 2022