

Carmarthenshire County Council Digital Transformation Strategy 2017-2020

Annual Progress Report 2018

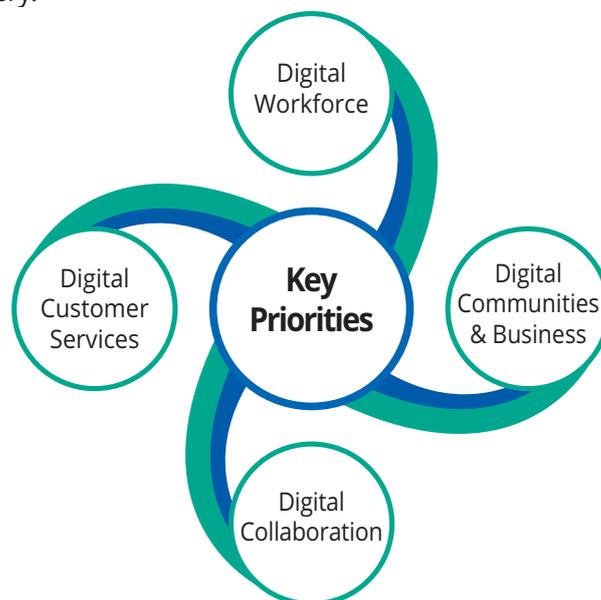


Our vision for Carmarthenshire

“A Digitally enabled Carmarthenshire”

To achieve this bold vision we must:

- Provide transactional services and information online in a user-friendly and inclusive way.
- Use technology to change the way traditional face-to-face services are delivered, enabling us to deliver effective and efficient services for our residents.
- Create a digital workforce which is agile, mobile and using the most appropriate technologies to support service delivery.
- Support our residents to use digital technology and enable access to technology for those that do not have it.
- Support our businesses in a digital economy.
- Use digital technology to work and collaborate with our partners seamlessly, including the effective sharing and use of data.



The projects identified within the Digital Transformation Strategy are designed to deliver the key objectives of the Corporate Strategy



Building the Digital Foundation in Carmarthenshire

A **Regional Digital Infrastructure Project Group** has been established as part of the Swansea Bay City Deal. Carmarthenshire is a lead partner along with Hywel Dda and Abertawe Bro Morgannwg Health Boards and neighbouring local authorities, together with senior representation from British Telecom.

The digital infrastructure project will make the most of the underwater transatlantic fibre-optic cable which will run from New York to Oxwich Bay.

Bargen Ddinesig Bae Abertawe Swansea Bay City Deal

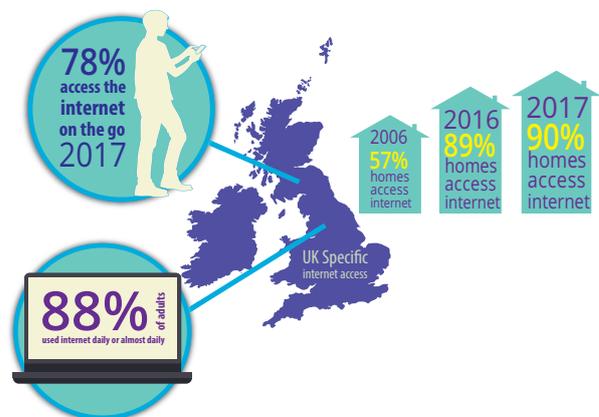
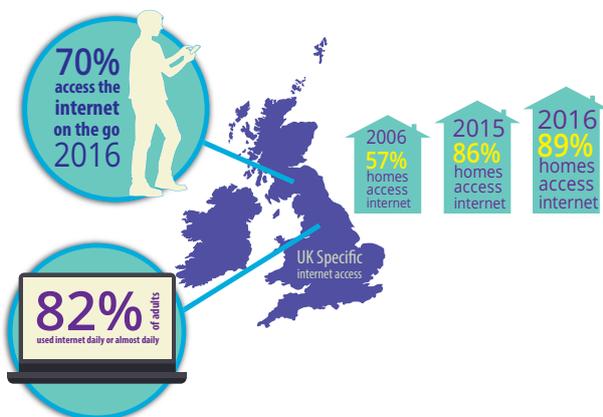
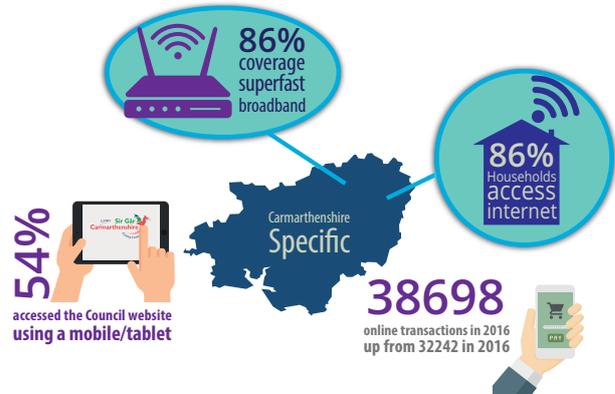
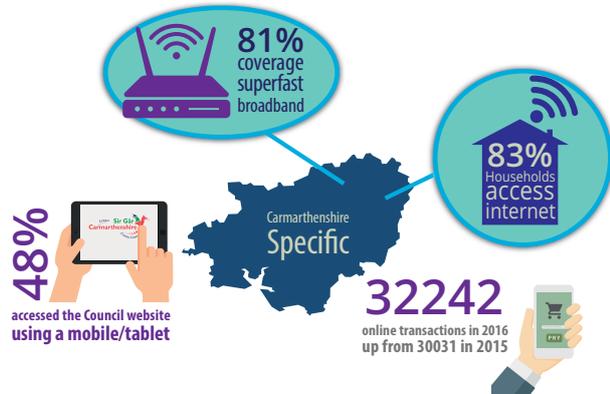


A Cloud-based Data Centre at the Port Talbot Waterfront Enterprise Zone will be developed which will be capable of dealing with large data requirements. The project will also include targeted fixed line improvements to expand the provision of fixed ultra-fast broadband, 4G and WiFi capabilities to benefit both rural and urban

areas of the region as well as establish Internet Theme Testbeds to support innovation with 5G mobile connectivity. We are working closely with WG and UK Governments at senior political and official levels to finalise what this will look like and to maximise collaboration across the public sector.

2016

2017



Digital Customer Services

“Enabling citizens to get the services and information they need online”



What it means

- Providing high quality user friendly services and information online to residents.
- Providing increased 24/7 digital access to services that are bilingual and customer friendly.
- To provide a personal digital service and respond to customer needs.

Why is it Important?

- To meet customer demands and respond to rising customer expectations.
- To improve customer engagement with access to personalized information and services.
- With greater use of mobile technology, provision access to online services at the customers convenience, 'anytime, anywhere'.

Progress Made

- **Pembrey Country Park On-Line Booking System** went live in May 2017. Since being launched over 2,500 bookings have been taken (on-line and telephone). For this camping and caravanning season (since February 2018) 1,200 on-line bookings taken compared to 220 telephone bookings; which equates to 84% on-line transactions.



- **Personal Safety Register (PSR)** system went live in April 2017. A new process and digital systems has been developed and made accessible to all staff via the intranet. The system provides the ability to corporately manage information sharing across the organisation regarding individuals who present a known risk. Various existing systems flag an issue regarding an individual. Staff can then research the detail of that individual via the new system to assess and manage the risk accordingly.
- **Corporate On-Line Appointments Booking System** (for Customer Services) went live in December 2017. Customers at their own convenience can now manage their appointments with Customer Services. Customer Services also having an electronic back-office solution to manage this function.
- **School Meals On-Line Payments and Cashless Catering.** Procurement of the on-line payments ParentPay system completed December 2017 and has been rolled out across all Secondary schools and 8 Primary Schools (April 2018). This now means no physical cash is being handled within these schools and 100% on-line management of payments and pupil balances by parents. Roll-out to remaining Primary schools to continue throughout 18/19.



- **Replacement Customer Relationship Manager (CRM) system** went live in March 2018 using Firmstep technology. This key transformation ensures we now have a holistic picture / 'single view' of all Customer Contact with the Authority's Contact Centre; be it face-to-face, over the telephone and on-line. On-going developments and additional services being provisioned in 18/19.
- **Green Waste On-Line Booking system** went live in February 2018 and allows residents to apply and pay for the authority's garden waste collection service. This service also integrates with the new My Account and new CRM resulting in an improved customer service.



- **Corporate Mobile Responsive Website** went live in February 2018. Website is now fully accessible and usable across any device and website browser including smart phones and tablets. According to the National Survey for Wales, 65% of those accessing our Council website did so using a smartphone or tablet. Websites will continue to be developed throughout 18/19 with greater integration to the new My Account, CRM and to back-office systems to provide our customers / citizens with greater range of service and access to their own personalised information.

- **My Account** was launched alongside the new Mobile Responsive Corporate Website in February 2018 and already has over 3000 residents signed up. They can access personal account information regarding their Council Tax Account, Businesses Rate Account as well as with our Tenants being able to view their Rent Accounts. Further enhancements and developments expected in 18/19.

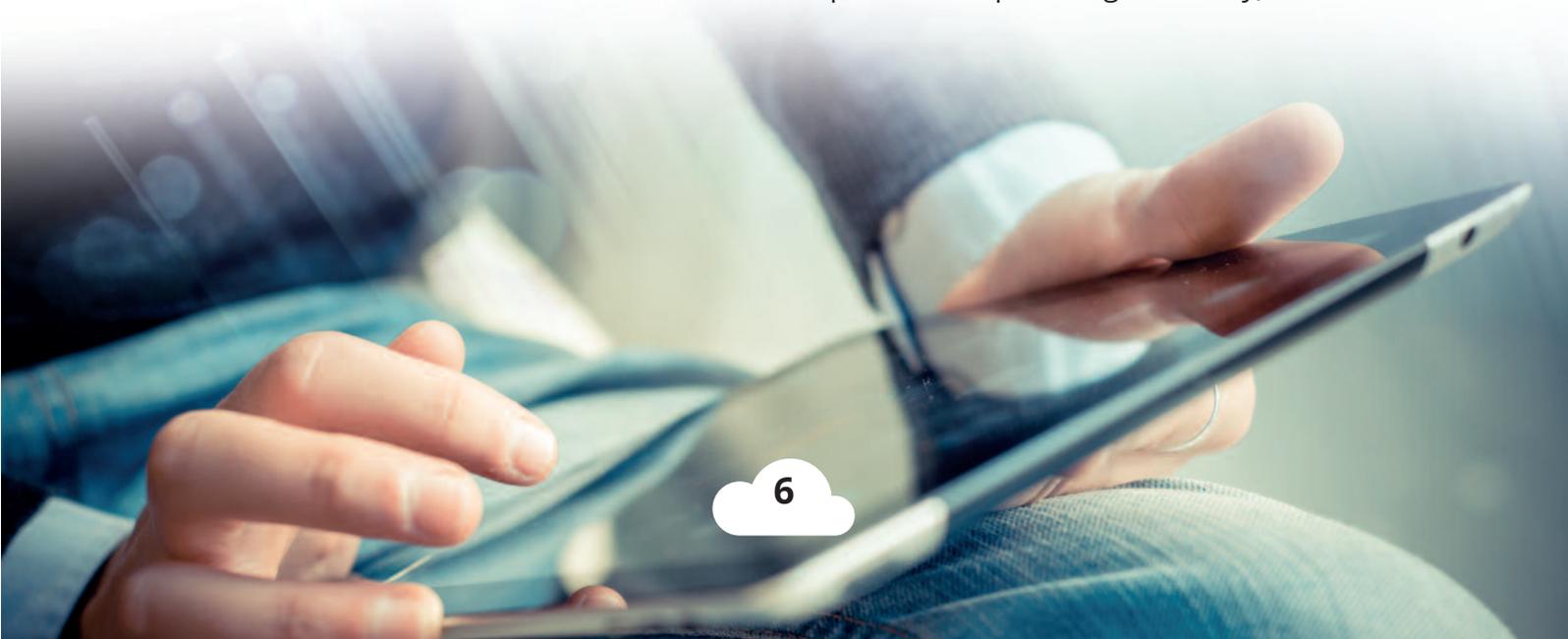


- **Housing Repairs On-Line Reporting system** was launched October 2017. Ongoing developments for 18/19 to integrate with the new My Account, CRM and Total back-office system to further automate and make the reporting process more efficient.

- **Mobile Project - Housing Estate Inspections.** An off-line mobile solution was developed to allow housing officers to undertake Estate Inspections using mobile devices (tablets/smart phones) and off-line in the absence of mobile or Wi-Fi signal. Over 600 digital inspections out of a total of 940 (63%) have been undertaken since May 2017 saving significant time and effort. Ongoing development and integration into the authority's Document Management System to be introduced in 18/19.



- **Land Charges Online payments** went live in March 2018 to allow a Local Land Charge search request to be submitted to the authority's Land Charges section. Local Land Charges are an important part of the property conveyancing process and will inform potential purchasers with essential information that the authority may hold about a property (e.g. planning permission, public rights of way).





Digital Workforces

“Carmarthenshire will aim to support its staff in adopting working practices with maximum flexibility and minimum constraints in order to optimise their performance in the delivery of quality and cost effective services”



What it means

- A digital workforce is more responsive and flexible.
- Being responsive to the needs of our citizens by providing good public services and being flexible about where work is carried out.
- Flexibility for our staff is being able to work from different locations, at different times using the most effective technology.

Why is it Important?

- Agility and mobility brings efficiencies and increased productivity through better ways of working.
- It increases our ability to ensure a healthy and mutually beneficial work life balance for our workforce. This increases our ability to attract the necessary skills and

knowledge for our workforce.

- It allows us to improve processes, procedures and work flows, reducing waste and exploiting efficiencies through good use of data and analytics.



Progress Made

There are now Agile touchdown zones in:

- 3 Spilman Street, Carmarthen
- Ty Elwyn & Trostre Depot, Llanelli
- Municipal Buildings, Llandeilo
- Town Hall, Ammanford
- Building 2, Parc Dewi, Carmarthen

These spaces include:

- Desks and chairs.
- Some docking stations, keyboards and monitors.
- Lockers.
- Printer and coffee machine.
- Power sockets to charge your devices.
- Access to a telephone.
- The larger zones in Ty Elwyn, Parc Dewi Sant and Spilman Street also have space for small 'ad-hoc' meetings, which you can turn up and use.



- During 2017/18 we deployed 916 new **Laptops to staff as part of the Agile and Replacement program**. Our aim by 2021 is to have 80% Laptops and 20% desktop PC's as the main devices used by staff.



- An **Android mobile phone identified** as an alternative smartphone to be provided to end users as an option instead of the expensive Apple I-Phone. With the migration to Office 365 we will now be able to allow staff access to their emails and calendars via an android device. The first 50 android phones are being implemented within Social Care's Home Care team and they will also integrate with their back office system, Jontek.
- Work has commenced on migrating our **Microsoft Email over to Office 365** which is a cloud hosted solution. This will improve accessibility, communication, productivity and cut costs.

- **Data center core switches purchased and installed** in County Hall and 3 Spilman Street Data Centers. This will improve the overall resilience of our core infrastructure.



- **Resilient internet feed** installed and firewall architecture agreed with maintenance on firewall hardware purchased until 2020. This will ensure the Authority has sufficient bandwidth as we move towards utilizing more cloud based services.
- **A Digital Learning Strategy** is currently in draft and will be completed in 2018. This will aim to improve the digital literacy levels of all staff so that they can maximize the benefits of the latest technologies.

- **Accident & Incidents reporting system.** A new Accidents & Incidents reporting eForm and enhancements to the back-office system were developed by ICT Services in 17/18 to improve the reporting process. On-going developments for 18/19 include greater integration to back-office systems such as the authority's Document Management System - Information@Work and Payroll ResourceLink systems.
- **Human Resources (HR) / Recruitment Processes.** New electronic processes for 'Permission to Recruit' and 'Create New Post' were developed in house by ICT Services which went live in April 2018. These processes eliminated the previous paper-trail with workflow to sign-off at various stages along the process as well as integration with the ResourceLink system to simplify and streamline data entry. Further electronic process developments are targeted for 18/19.





Digital Communities & Business

“Enable residents and businesses in the County to use digital technology to enhance their lives”



What it means

- Ensure that residents and businesses exploit the latest technology to improve their lives.
- Developing the digital skills of our residents from children to our elderly
- High speed connectivity for every business so that they can compete in a global economy
- Enable business to make use of 'cloud computing'. Cloud computing can accelerate time to value, drive higher adoption of new technologies, and connect the services offered in real time.
- Digitally transform Council business operations to make them more efficient

Why is it Important?

- A digital Carmarthenshire will encourage new business to invest in Carmarthenshire to support the local economy and attract sustainable employment
- Ensure that our children live in digitally connected communities and have the latest digital technologies available to give them the best start in life
- Every resident of Carmarthenshire should have the ability to access 'on-line' services which can be used to improve their 'quality of life'

Progress Made

- Local Carmarthenshire contractors Antur Teifi have been successful in securing the contract to install, deliver and support the Strategic Rural Towns WiFi network across Carmarthenshire at St Clears, Carmarthen, Whitland, Ammanford, Burry Port and Pendine. Once installation is completed, a full technical and development support package, delivered by Antur Teifi, will be in place for two years and will include two apprenticeship places. They will work with and support both Town Councils and businesses to develop and maximise economic benefits and enhance the visitor experience by utilising digital connectivity on the high street.



- We have ensured all sheltered housing residents continue to benefit from **Wi-Fi internet provision and IT training**. Wi-Fi has been installed/set-up and is available for residents to use in all communal lounge areas and we continue to support tenants who wish to improve IT knowledge and skills.
- **Wi-fi is now available in our Town Centres** allowing members of the public and staff to connect and access our services on the go. According to the National Survey for Wales, 65% of those accessing our Council website did so using a smartphone or tablet.



- **Digital Skills** continue to be developed and 152 computer class sessions in the community have taken place this year with a total of 1,150 attendees. Courses are delivered by both library and community based organisations.
- Engagement is on going between officers, elected members, BT Open reach and the City Deal team in relation to **Improving Broadband connectivity across the County**. 86% percent of premises (residential and business) now have access to superfast broadband across Carmarthenshire, however take-up is currently only 40% of those who can get it. Work is ongoing to promote and encourage investment, further rollout, uptake and an understanding of the various options available to citizens and businesses.
- For those premises who currently don't have access to superfast broadband we have established that the following options are available. Communications are currently being prepared to provide the public with the relevant information relating to **Community Fibre Partnerships, Access Broadband Cymru Scheme, Support for Community Groups and Businesses**.



Digital Collaboration

“Innovative digital solutions will enable increased collaboration and facilitate organisations to work seamlessly together”



What it means

- Improved information sharing with other organisations and partners.
- Increased sharing of software and hardware platforms across the region

Why is it Important?

- Digital Collaboration underpins 'Digital Customer Service', the 'Digital Workforce' and 'Digital Communities and Business'
- Helps foster cohesion in teams. This is especially relevant to teams that are dispersed as cohesive teams are far more productive.
- Creates an atmosphere of openness as staff are up to date with and able to access the very latest news and information.
- Simplifies the way that we share data with other organisations and partners making everyone feel like part of a single team

working on common objectives.

- Is a catalyst for cultural cohesion enabling departments to focus on putting the citizen at the heart of what they do.

Progress Made

- The new building, part funded by the City Deal, on the University of Wales Trinity Saint David campus in Carmarthen, called 'Yr Egin', will give creative industries top quality office spaces which will benefit from state-of-the-art digital technology and will also feature the new headquarters for S4C.



- In Llanelli, an outline planning application has been submitted for the **Life Science and Well-Being Village** at Delta Lakes. This £200m project will include a cutting-edge new leisure centre, spaces for medical research, health service provision underpinned by the very latest digital technology and connectivity.
- The **Skills and Talent project** being led by the South West Wales Regional Skills Partnership, is already exploring the gaps that currently exist in the provision of skills and how this can best be addressed, both now and in years to come, by introducing courses that are tailor made to the City Deal projects.



- **Rationalisation of existing ICT systems** and technology has taken place during 2017/18 :

- CITRIX decommissioning and Access Database Consolidation has commenced and will be on-going until 2019. CITRIX will be fully decommissioned by April 2019.
- ICT Services are working with many service areas in relation to Cloud Managed Services which will further allow I.T. to streamline support and rationalise the number of business critical systems hosted on-premise within our Data Centres.



- Alternative options are being considered to the Welsh Community Care System (WCCIS), due to the ongoing issues, whilst remaining fully committed to an all Wales solution in the long term.