

POLICY & RESOURCES SCRUTINY COMMITTEE

30TH APRIL 2021

DIGITAL TRANSFORMATION STRATEGY 2021-2024

To consider and comment on the following issues:

To approve the content of the Digital Transformation Strategy 2021-2024

Reasons:

A revised Digital Transformation Strategy is required that sets out the Council's strategic digital priorities and aspirations and outlines what we plan to do to achieve our vision for a Digital Carmarthenshire over the next 3 years.

To be referred to the Executive Board for decision: YES

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. Mair Stephens

Directorate: Chief Executives

Name of Head of Service:

Noelwyn Daniel

Report Author:

Julian N Williams

Designations: Head of ICT &
*Corporate Policy / Chair of Digital
Transformation Steering Group*

Designations: Applications
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EXECUTIVE SUMMARY

POLICY AND RESOURCES SCRUTINY COMMITTEE

30th April 2021

Digital Transformation Strategy 2021-2024

To approve the content of the Digital Transformation Strategy 2021-2024

1. BRIEF SUMMARY OF PURPOSE OF REPORT

Building on our first Digital Transformation Strategy 2017-2020 which put the authority in a strong position to respond when COVID pandemic struck, this revised strategy builds upon the progress made over the past 4 years and sets out the Council's strategic digital priorities and aspirations and outlines what we plan to do to achieve our vision for a Digital Carmarthenshire.

Our reliance on technology throughout the pandemic to deliver critical frontline services demonstrated how pervasive digital technology is across all sectors and fully integrated in many aspects of our lives. Carmarthenshire County Council needs an innovative, exciting Digital Transformation Strategy because digital technology has the proven potential to transform the County and the lives of residents while generating long-term savings for the council.

The Strategy provides clarity on:

- Our digital vision for Carmarthenshire
- What is a Digital Transformation Strategy
- Building the Digital Foundations in Carmarthenshire
- Key Priority Areas:
 - Involvement
 - Workforce
 - Connectivity
 - Innovation
- Key Projects and Outcomes to be delivered
- Resources Required to deliver the Digital vision

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Noelwyn Daniel

Head of ICT & Corporate Policy

| | | | | | | |
|---|----------------------|-----------------------|-------------------|---------------------------------------|--------------------------------------|--------------------------------|
| Policy, Crime & Disorder and Equalities YES | Legal NONE | Finance YES | ICT YES | Risk Management Issues NONE | Staffing Implications NONE | Physical Assets NONE |
|---|----------------------|-----------------------|-------------------|---------------------------------------|--------------------------------------|--------------------------------|

1. Policy, Crime & Disorder and Equalities

The Digital Transformation Strategy is aligned to delivering key outcomes of the Corporate Strategy and the Authorities Future Generations Well Being Plan. Embedded within the action plans for delivering the key projects are the five sustainable development principles.

3. Finance

Funding has been identified to assist in delivering the Key Projects within the Digital Transformation Strategy. Savings realised from the delivery of these projects will be monitored by the Digital Transformation Steering Group and the TIC Programme Board.

4. ICT

There will be a significant impact on ICT resource to deliver the key priorities identified within the Digital Transformation Strategy. The ICT Service has re-aligned to ensure it can deliver these projects.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Noelwyn Daniel

Head of ICT & Corporate

1. Local Member(s) - N/A

2. Community / Town Council – N/A

3. Relevant Partners - N/A

4. Staff Side Representatives and other Organisations

A 'virtual' Digital Transformation Seminar was held in December 2020 and attended by over 150 senior officers and Heads of Service from across the Authority. The COVID pandemic and delay of the Digital Transformation Strategy refresh due last year has allowed time for a wider consultation and greater input from key stakeholders and service areas; collaborating and working closely with Media and Marketing, Customer Services and TIC on this revised strategy.

**EXECUTIVE BOARD PORTFOLIO
HOLDER(S) AWARE/CONSULTED**
YES

Include any observations here

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

THESE ARE DETAILED BELOW:-

| Title of Document | File Ref No. | Locations that the papers are available for public inspection |
|---|---------------------|---|
| Corporate Strategy | | http://www.carmarthenshire.gov.wales/media/998105/corporate-strategy.pdf |
| A Strategic Regeneration Plan for Carmarthenshire 2015-2030 – Transformations | | http://www.carmarthenshire.gov.wales/media/125750/5/Transdoc_Englishonly_webversion.pdf |
| Digital Transformation Strategy 2017-2020 (previous strategy) | | https://www.carmarthenshire.gov.wales/media/1213933/digital-transformation-strategy-2017-2020.pdf |
| Digital Technology Strategy 2018-2021 | | https://www.carmarthenshire.gov.wales/media/1213936/digi_tech_strat_doc.pdf |
| Digital School Strategy 2018-2021 | | https://www.carmarthenshire.gov.wales/media/1213938/schools_strat_doc.pdf |