



**RHONDDA CYNON TAF COUNCIL**

**RECORD OF DECISIONS OF THE EXECUTIVE**

**DECISION MADE BY: Cabinet DATE DECISION MADE: 21 June, 2018**

**Cabinet Members Present  
County Borough Councillors:**

Councillor A Morgan (Chair), Councillor M Webber (Vice-Chair),  
Councillor R Bevan, Councillor A Crimmings, Councillor G Hopkins,  
Councillor M Norris, Councillor J Rosser, Councillor R Lewis and  
Councillor C Leyshon

**Other Councillor(s) in Attendance:-**

Councillor Alexandra Davies-Jones  
Councillor Danny Grehan  
Councillor Will Jones

***Agenda Item : 7***

**SUBJECT: DIGITAL STRATEGY WORK PROGRAMME REQUIREMENTS**

**1. DECISION MADE:**

**Agreed –**

1. To support efforts to increase online and self service opportunities and agree to establish self service pilot projects within Libraries, Leisure Centres and One4all Centres.
2. To the upgrade and enhancement of the Council's Customer Relationship Management (CRM) system.
3. To undertake a procurement exercise to replace the existing contact centre telephony system.
4. To support the extension of digital skill building opportunities for example through Digital Fridays, Child Exploitation Online Protection (CEOP) work and support to Library Service Housebound service users.
5. To an accelerated implementation programme for Agile Working, building on the success of the pilot projects completed and in line with the requirements of the Council's Accommodation Strategy.
6. To procure and implement a suite of productivity and collaboration tools to support the delivery of more effective and efficient service delivery.
7. To the development of a Digital Support Plan for businesses in Rhondda Cynon Taf and receive further reports as appropriate on outcomes being delivered.
8. To the development of a technology investment programme to ensure that core digital infrastructure remains robust and sustainable into the medium term.
9. To receive a future report in relation to the business case and options for relocating the Council's Data Centre facility in response to agreed future plans for Extra Care delivery at the Bronwydd Site.
10. To a review of data management arrangements at the Council to ensure consistency and security of data use and to procure and pilot the use of data analytical tools to support improved business intelligence.
11. To support the financial commitments set out in Table 1 (paragraph 9.2) of the report and the outcome from the agreed procurement exercises and fund these through available resources, with the caveat that a further report is required should any additional funding commitments be identified.
12. To receive further reports on the progress of current actions to deliver the Council's Digital Strategy, as well as updates on further phases of work and digital transformation opportunities as they arise.

xii. Agrees

**2. REASON FOR THE DECISION BEING MADE:**

The need to provide Cabinet Members with an update in respect of the Digital Strategy Work Programme and to consider proposed future actions, including potential further investment, to enable the Council to continue its programme of improvement in this area.

**3. LINKS TO CORPORATE PRIORITIES/FUTURE GENERATIONS - SUSTAINABLE DEVELOPMENT:**

As outlined within section 11 of the report the proposals are aligned to the Council's Corporate Plan commitment of providing more flexible services through use of the web and self service channels to support increased user satisfaction. The proposals also support the Well-being of Future Generations Act in the following ways:

- The well-being goals of: 'a Wales of cohesive communities' by enabling residents, businesses and visitors to be digitally connected and 'a prosperous Wales' through the efficient use of resources and the development of skills and a well educated population; and
- The sustainable development principles of 'involvement' in helping us shape digital services and support in line with what stakeholders require and 'prevention' through supporting vulnerable clients.

**4. CONSULTATION UNDERTAKEN PRIOR TO DECISION BEING MADE:**

There are no formal consultation requirements in relation to these proposals. However, at regular stages, feedback from service users and key stakeholders is essential to help shape the Digital Programme going forward.

**5. PREVIOUS CONSIDERATION BY A COMMITTEE OF THE COUNCIL:**

[Cabinet – 22<sup>nd</sup> June 2017.](#)

**6. PERSONAL INTERESTS DECLARED:**

None

**7. DISPENSATION TO SPEAK (AS GRANTED BY STANDARDS COMMITTEE):**

N/A

**8. (a) IS THE DECISION SUBJECT TO CALL-IN BY THE OVERVIEW AND SCRUTINY COMMITTEE:**

Yes

**Note:** This decision will not come into force and may not be implemented until the expiry of 3 clear working days after its publication i.e. **27 June 2018** to enable it to be the subject to the Call-In Procedure in Rule 17.1 of the Overview and Scrutiny Procedure Rules.

**8.(b) IF NO, REASONS WHY IN THE OPINION OF THE DECISION-MAKER THE DECISION IS EXEMPT OR NON APPLICABLE:**

**I. COUNCIL FUNCTION (CALL IN IS THEREFORE NON APPLICABLE):-**

Reason: N/A

**II. URGENT DECISION:-**

Reason N/A

**8.(c) IF DEEMED URGENT - SIGNATURE OF MAYOR OR DEPUTY MAYOR OR HEAD OF PAID SERVICE CONFIRMING AGREEMENT THAT THE PROPOSED DECISION IS REASONABLE IN ALL THE CIRCUMSTANCES FOR IT BEING TREATED AS A MATTER OF URGENCY, IN ACCORDANCE WITH THE OVERVIEW AND SCRUTINY PROCEDURE RULE 17.2:**

.....  
(Mayor)

.....  
(Dated)



.....  
(Proper Officer)

**21.06.18**  
(Dated)