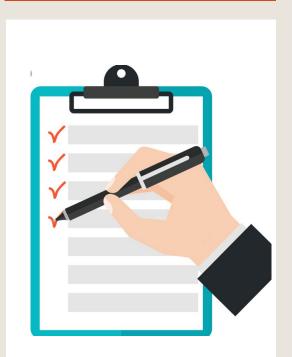# ICT & Digital:

Improving, Delivering & Supporting Services over last 12 months

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Service Director – ICT & Digital
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Topics

1. Background & Context
2. Supporting Officers, Schools & Members
3. Supporting Citizens
4. Regional & Collaborative Working
5. Digital – The Next Steps . . .

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Background & Context

- Unprecedented events of Storm Dennis & COVID-19 Pandemic placed considerable pressure on Council services.

- ICT & Digital Service moved quickly to respond and our staff continue to be exemplary.

- Key Focus – delivering clear priorities, support services to our residents and to ensure Council business continuity.

- Pace has been significant with high levels of Digital Improvement & change.

- Delivery of the Council's Digital Strategy 2017-2020, provided key building blocks to enable our rapid response.

- Achieved through willingness to adopt and try new ways of working alongside an adaptive focused ICT & Digital workforce.

  A model we must seek to exploit and continue.

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Supporting Officers, Schools & Members

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- Enabled circa 3000 Staff to work from home within 3 weeks.
- Provided staff with the equipment and support to assure sustainability:-
    - Laptops, Docking Stations & Monitors.
    - Office 365 Teams deployed for staff to communicate & collaborate.
    - Office 365 Cloud Email.
    - Progressing use of "Soft Phones" on laptops.
    - Progressing use of "digital mailroom" centralised receipt/outbound, digitise and distribute.
    - Infrastructure improved and made more resilient for home working.

- E-Democracy - Committees & Members enabled for virtual meetings. 171 Zoom Committee Meetings. (as at January 29th)

- HWB Schools Transformation - improved WiFi, Networks & Internet for Schools to better enable delivery of blended learning. 84% Completed. (as at February 26th)

- Provision of Laptops and Tablet devices to Digitally Excluded Learners. circa 5500 devices. (as at February 26th)

- Cyber Security Improvements made to safeguard Council information and data whilst remote working.

- Digital Skills Support – Bitesize Thursdays "Show & Tell" Sessions, Online learning materials e.g. "How to Videos." 1133 Bitesize Attendees since November 20.

- Established a new Data Centre facility at Rhondda Fach.

Business As Usual:
Continued provision of day to day Operational Support and Availability of Council systems.

Supporting Citizens

Rapid development of a number of digital processes to support residents and businesses:

- Numerous Business Grants
- Self-isolation Payment
- Freelancer Fund
- Free School Meals Sign Up & Payments
- Emergency Childcare Provision
- Support to Vulnerable Customers – incl. access to emergency food parcels, WG food parcels, general help and support, mental health and wellbeing support, information and signposting.
- Volunteer Recruitment
- Storm Dennis Support

Over 50,000 covid related support transactions since pandemic began*
Online transactions = 94% - £66M paid out in business grants

Community Resilience Centres
- Developed digital processes and system enabled through our Website, Forms & the Wales Community Care Information System (WCCIS).

Homes for Elderly & Children's Homes
- Provisioned Tablet devices to enable loved ones to keep in touch.

Supporting Service Recovery:
- Library Click & Collect Service, Staying Well @ Work Webinars & Breakfast Clubs

*As at end of Q3 20/21

Business As Usual:
Continued provision of online access to a range of council services throughout pandemic. **Online Transactions = 86% (end of Q3)**

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Regional & Collaborative Working

Track, Trace & Protect (TTP):
- Enabled a local Digital System in collaboration with Powys Council ahead of National TTP system.
- Supported the delivery of National TTP solution.
- Development of digital processes & data dashboards to support TTP delivery.
- Process enabled to allow School cases to be quickly uploaded and pro-actively monitored.

Mass Testing / Vaccination Programme:
- Supporting the delivery of Mass Testing / set up Vaccination Centres through the deployment of ICT infrastructure.

Assisted Digital/Telephony Support/Vaccinations:
- Contact Centre continues to support customers to access council and regional services and resolve queries.
- Supporting the delivery of the Vaccination Programme through bookings and the development of digital processes.
- SMS Text solution setup via GOV Notify with key messages.

Data & Business Intelligence
- Data Transformation Project for Social Care (Phase1)
  - Partners Bridgend, Merthyr, Powys and RCT.
- Led successful bid to Welsh Government for Digital Transformation Grant Funding.
- Data Protection and sharing arrangements to enable collaboration.

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What's Next for Digital...?

- New Digital Strategy 2021

- Consult with Finance & Performance Scrutiny Committee on proposed Draft Strategy

- Opportunity for Member Questions