Date of Meeting	Item	Members wished to make the following comments and conclusions:	Response/Comments
15-Nov-2017	**Digital Transformation**	The Committee praised the presentation and expressed confidence in the current officers who are taking forward the Digital Transformation project.	NA
		Recommendations	
		1. The Committee recommend that any promotion or communication to the public of any changes relating to digitalisation needs to include reassurance to those who don't have access to IT that there will be other, non-digital, options remaining and assistance provided to them.	Noted, all promotion activity we be focused on adding additional channels such as Digital to supporting the traditional channels such as Face to Face and telephony
		2. The Committee recommend that joint services with other LAs be explored as part of the Digital Transformation such as jointly buying in, and sharing information through, web-based software such as itrent.	In terms of "Line" of business applications such as "itrent" etc. Authorities are in different cycles in terms of contract dates and application vendors. Information is shared with other Authorities with regards core "Line" of business applications being used. There are difficulties with changing "Line" of Business applications as there is a significant cost of change due to the emmbedded nature of the applications and the required re-training. This highlights a need for a robust busniess case to align applications as and when contracts expire across authorities.
		3. The Committee recommend that work be undertaken in the near future to incorporate schools as part of Digital Transformation considering aspects such as online school admissions and also expanding the current cashless catering system to optimise the available functionality to incorporate any and all payments collected by schools such as those for school trips.	The focus is currently on deliver the core components of "My Account":

• Council Tax & Benefits
• Environmental Reporting
• Bulky Waste Bookings
• Pest Control Bookings
• Registrars Bookings
• eBilling
• eForms
As part of the Web Site review, schools admissions has been identified as an opportunity to drive user take up of "My Account" solutions are currently being evaluated to drive schools admissions via a digital channel. With regards Cashless Catering this is still an active contract, this will be reviewed to determine feasibility to extend the scope at the point of re-procurement. |

		4. The Committee supported the involvement of partner organisations in the Transformation Programme however recommended that this be a phased approach and the Authority focus first on launching the system first before looking to include partners.	The delivery of My Account is supported by Agilisys Digital, who were awarded the contract via a procurement exercise. The work associated with the Digital Strategy discovery is supported by Microsoft, no further partners will be involved for the interim period with the focus centred around "My Account" launch and the development of a corporate Digital Strategy.	
		5. The Committee recommend that the Authority ensure that education of the new online services be a priority with focus on support being provided within Communities.	Engagement with the community programmes will be sought, to understand the feasibility of incorporating support / training for the new digital channel. In terms of digital competency currently 8 out of 10 adults within Bridgend County already regularly use the internet and nearly 100% of 16 – 34 year olds.	
		6. The Committee requested that some form of contingency plan be put in place for any future resourcing issues, with particular emphasis on lead officers in order to ensure the project deadlines and success are achieved.	The current model is focusing on developing a team from within existing staff resurources, as the "business process review" is carried out, champions will be idenitfied within the service area to support the change process team. Resource implications will be monitored as the programme develops to ensure that the progress is not stymied due to resource shortages, where necessary recources will be bolstered to maintain continuity and success .	
		7. The Committee acknowledged that in order for the project to succeed it required organisational change across the whole of the Local Authority. Members therefore recommend that Digital Transformation be considered a priority by all Corporate Directors and Cabinet Members to ensure that support is cascaded down and across all Directorates, departments and service areas.	As part of the Digital Discovery work, a review has been initiated that will incorporate Corporate Directors, Cabinet Members, Heads of Service and Group Managers. The review will involve a top down bottom up approach. The review will inform an overarching Digital Stratgey for the Council.	
		The Committee requested that the item of Digital Transformation be revisited on the FWP approximately 3 months after its initial launch to enable some evidence to be provided to the Committee in relation to uptake and feedback.	Will be put forward to Corporate OVSC	