

Digital Transformation Programme

List of Projects - January 2022

Project	Description	Directorate / Service Area	Digital Strategy Theme
Assistive Technology Pilot	To enable a small group of residents with a disability, supported by the council, to pilot the use of digital technology within their home.	Social Services and Wellbeing	Digital Citizen
CCTV Upgrade	Upgrading the existing CCTV provision ensuring compliance with the Information Commissioner's Office Code of Practice and the General Data Protection Regulation (GDPR) Act	Chief Executive's – Partnerships	Digital Place
Communication / Engagement	The re-development of internal staff communications.	Chief Executive's – Legal Services	Digital Council
Corporate Front Door	Development of the corporate front door to create a single point of entry to the Council for all front line services enabling an enhanced and consistent customer experience for the residents of Bridgend.	Council Wide	Digital Citizen
Councillor Portal	Re-engineer the current process of Councillors referrals (on behalf of the public) to develop a stringent and efficient end to end resolution.	Chief Executive's – Democratic Services	Digital Council
Digital Access Platform (My Account)	Procure and implement a new digital access platform incorporating customer management and enhancing self-service.	Council Wide	Digital Citizen
Digital Champions	Introduce digital experts across the council to promote digital based activity and support colleagues with their digital needs.	Council Wide	Digital Place
Education and Family Support Data Management System	The procurement of a central local authority management information system, to manage key school information.	Education and Family Support	Digital Council
Integrated Work Management System	The procurement of an Integrated Workplace Management System to manage corporate assets in one central place	Communities – Corporate Landlord	Digital Council

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iTrent	Further development and rollout of the iTrent system.	Chief Executive's – Human Resources / Organisation Development	Digital Council
Legal Case management System	Support and development of a fit for purpose legal case management system that supports a centralised, automated and auditable system of each individual case.	Chief Executive's – Legal Services	Digital Council
Local Land Charges Register	To centralise the Local Land Charges register with HM Land Registry.	Chief Executive's – Legal Services	Digital Council
Northgate Citizen Access Platform (Council Tax and Housing Benefits)	Procure and implement a platform for council tax and housing benefit functionality to streamline processes and support further automation of routine tasks.	Chief Executive's – Finance	Digital Citizen
Robotic Process Automation	Explore opportunities to automate high volume, low level and non-complex tasks and processes through Intelligent automation enabling greater staff capacity to focus on high level and complex tasks.	Council Wide	Digital Council
Telecare	To support current and future users of Telecare in the transition from an analogue to digital service.	Social Services and Wellbeing	Digital Citizen