



To:
**Councillor Andrea Lewis,
Cabinet Member for Service
Transformation**

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18 January 2024

Summary: This is a letter from the Service Improvement, Regeneration and Finance Scrutiny Performance Panel to the Cabinet Member for Service Transformation concerning the meeting held on 12 December 2023 and the Council's response to the Audit Wales Report regarding the Digital Strategy Review. This letter does not require a response.

Dear Councillor Lewis,

On the 12 December, the Service Improvement, Regeneration and Finance Scrutiny Performance Panel met to discuss the Council's response to the Audit Wales Report regarding the Digital Strategy Review. The Panel are grateful to Sarah Lackenby for attending to discuss and answer questions.

The officer explained to us that Audit Wales reviewed all the digital strategies across Councils in Wales with the aim of seeking assurance that the digital strategies are delivering well-being objectives and are in accordance with the sustainable development principles of the Future Generations Act. We heard that there was one recommendation which was to formally bring review findings to relevant committees. This is the normal process, however this was not achieved due to the pandemic and the officer assured us that this will be carried out now that normal process has resumed.

We asked whether there will be any interim reviews during the life span of the current strategy and heard that the digital transformation plan includes an annual review, the next is scheduled for March 2024 with one to be carried out at the end of each financial year. The officer has agreed to our request to share the review findings with Panel Members.

We also highlighted that the Audit Wales report references the Council has identified performance measures to support its digital strategy but currently these measures are not supported with baseline data, targets or timescales. We asked for an update on this and heard that some of these are included as part of the corporate plan with further work to do in future years as not all parts of the strategy start this year, some of them

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are starting during the five year term. The officer also offered to update the Panel on progress with this and any Oracle developments at the end of the year.

We also asked about digital exclusion and heard that the Council has a digital inclusion strategy as well as work that is carried out by the Tackling Poverty Teams, customer charters, service standards and the new customer contact strategy. This will also be reported on as part of the Customer Contact Scrutiny Working Group in January.

Your Response

We are interested in any thoughts you may have on the contents of this letter but in this instance, we require no formal written response. We welcome a further update after the interim annual review has taken place at the end of the financial year.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'CHolley', with a stylized flourish at the end.

Councillor Chris Holley

Convener, Service Improvement, Regeneration and Finance Scrutiny Performance Panel

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