

## Appendix 2



### Digital Transformation Programme Board Terms of Reference

#### 1. Purpose

The Digital Transformation Programme Board will provide strategic direction and leadership to ensure that between 2022 and 2027 Swansea Council delivers on the vision and strategic goals laid out in the Digital Strategy 2022-27. The Digital Transformation Programme Board sets out to ensure the Council achieves the following key desired outcomes:

- Customers have a consistently positive experience when accessing council services and ideally would be involved in their design
- Citizens are supported to develop digital skills that can enhance their lives
- Wherever possible council processes are digital from end-to-end
- Digital services are designed and delivered around people's needs
- Digital infrastructure and systems are safe, efficient and support the achievement of the council's priorities
- Evidence that decision-making and performance has been improved through improved business intelligence
- The Council has the capacity and capability it needs to deliver the digital strategy
- Swansea is a Smart city with digital infrastructure that supports the local economy.

#### 2. Term

These terms of reference are effective from December 2022 and continue to March 2027.

#### 3. Membership

The Digital Transformation Programme Board will comprise:

Role	Member
Chair	Cabinet Member for Service Transformation (Deputy Leader)
Deputy Chair	Director of Corporate Services
Sponsor	Director of Corporate Services

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Role	Member
Senior Responsible Officer (SRO)	Head of Digital & Customer Services
Programme Manager	Digital Services Programme Manager
	Digital Services Manager
Directorate Representatives	<p><b>Place:</b></p> <ol style="list-style-type: none"> <li>1. Head of Property Services</li> </ol> <p><b>Social Services:</b></p> <ol style="list-style-type: none"> <li>2. Principal Officer – Resources</li> <li>3. Tackling Poverty Service Manager</li> </ol> <p><b>Education:</b></p> <ol style="list-style-type: none"> <li>4. Team Manager Stakeholder and School Support</li> </ol> <p><b>Corporate Services:</b></p> <ol style="list-style-type: none"> <li>5. Head of HR and Service Centre</li> </ol> <p><b>Finance:</b></p> <ol style="list-style-type: none"> <li>6. Deputy Chief Finance Officer / Deputy Section 151 Officer</li> </ol>

Key staff will attend the Board for specific agenda items. Additional members can be added subject to Board approval.

### 4. Roles and Responsibilities

The Digital Transformation Board is accountable for:

- Delivery of the Digital Strategy vision and goals
- Monitoring benefits realisation
- Overseeing the development and subsequent review of the main Business Case. The Digital Transformation programme business case will be a five case business model and set out the justification for the way forward and required resources to deliver the programme.
- Overseeing the development of the Digital Transformation Programme
- Overseeing the performance and delivery of the programme and its projects, escalating to CMT / CMT / Cabinet where necessary
- Effective communication and engagement with internal and external stakeholders to ensure transformation strategy and plan is well understood
- Removing obstacles to successful delivery of the Digital Strategy
- Ensuring alignment with the Council's Transformation programme, well-being objectives in the Corporate Plan, and other partnership strategies and plans.

## **Appendix 2**

The membership of the Board will commit to:

- Attending scheduled Board meetings
- Championing the council's Digital Transformation Strategy and plan
- Sharing relevant information with Board members
- Taking timely actions that support delivery of the Digital Transformation Strategy and plan.

### **5. Scrutiny and Assurance**

The Digital Transformation Programme Board will report progress, risks, and issues through a highlight report quarterly to the Transformation Board.

The Digital Transformation programme will report progress at least once a year to Cabinet/CMT on the delivery of the Digital Strategy vision, strategy, goals and plan. The Board will also present a public report annually to Cabinet on progress.

Scrutiny and assurance of the strategy will be provided by the Scrutiny Programme Committee and the Governance and Audit Committee in line with existing council procedures.

### **6. Meetings and Quorum**

The Digital Transformation Programme Board will meet monthly.

Agendas and papers for Board meetings will be circulated via Teams at least three days before the meeting.

Records of each Board meeting shall be taken including any action points and will be approved at the next meeting.

For the Board to agree any recommendations, at least 50% of the membership should be present including the Chair/Deputy Chair and Sponsor.

### **7. Amendment, Modification or Variation**

These Terms of Reference may be amended, varied or modified in writing after consultation and agreement by the Board.

**Approved by the Digital Transformation Board  
15 December 2022**