

DIGITAL STRATEGY



NEWPORT
CITY COUNCIL
CYNGOR DINAS
CASNEWYDD

2022-2027

www.newport.gov.uk



FOREWORD

As Cabinet Member for Organisational Transformation, I am delighted to present the council's Digital Strategy which highlights the digital aspirations for Newport City Council and our city over the next five years.

Digital technology is continuing to transform our lives. It is important that Newport continues to be one of the leading authorities that can enable its citizens, young learners and businesses to take advantage of existing and future digital developments.

This strategy demonstrates Newport City Council's commitment to make Newport an ambitious and fairer city for its residents and businesses. The strategy is also a critical pillar to making Newport a data city. This is why we want to ensure citizens can access digital services, delivered by the council and its strategic partners, when they need it most.

Newport has already been attracting investment across the digital sector. We will continue to do so, nurturing homegrown businesses and enabling global investment into the area through our regional and national position as a major city in Wales. This also means supporting future generations and citizens so they have the skills and knowledge to support our digital economy.

Digital technology is also vital to our climate change ambition – to become net zero carbon by 2030. This means transforming our services, buildings and transport to use the latest technology, and ensuring electronic waste is recycled, and re-used.

Finally, it is important that Newport City Council continues to protect the data used to inform and tailor services, and to ensure our decisions are data driven with the needs of the citizen always at their heart.

Newport's Digital Strategy will ensure we keep focused and continue our momentum to deliver our key priorities for Newport's citizens, businesses and services over the next five years.

Councillor Dimitri Batrouni

Cabinet Member for Organisational Transformation



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INTRODUCTION

The last three years has seen some of the biggest changes in society in how people interact with public services through digital technology. The increased pace of change, facilitated by digital solutions, has seen Newport City Council transform how office-based staff can work flexibly; at home, in the office and in person with the families and people in greatest need. The increase in demand for the council's online services is also changing the expectations of citizens and how they access the support and services when they need it most. It demonstrates how technology can assist people to remain living independently within their communities.

The last three years have also highlighted the inequalities amongst communities in access to digital technology and the necessary skills to use it effectively. For instance the importance of pupils having access to devices to participate in online learning, elderly people keeping in touch with family and friends or people being able to access key council services. It is important as a 21st Century organisation to provide a modern and inclusive approach to transform how we deliver our services, whilst providing value for money in a challenging economic environment for the council and society as whole.

Data is vital for the council to be able to operate effectively and

efficiently to deliver the best possible service to residents, businesses and other public / third sector services. We have to ensure that we meet our legislative requirements to protect the data we hold, use it for agreed purposes and maintain measures to prevent cyber attacks. Therefore, it is important to provide up to date and effective digital systems, contribute to the council's net zero carbon 2030 target and ensure that residents and businesses have the best connectivity across Newport.

Newport and the south east Wales region is also positioning itself as a significant contributor towards supporting the global technology sector with major international and national organisations choosing to locate in the area. To support and encourage new, emerging digital markets it will be important for citizens in the city to have the necessary skills and provide support to Newport's schools, colleges and universities. It is also important to make a positive contribution to the digital infrastructure of the city.

This Digital Strategy sets out the Council's vision in how it will utilise technology to transform the delivery of services, support improving the well-being of residents, improve digital skills of its residents and enable businesses to thrive in Newport, supporting delivery of our well-being objectives as set out in the 2022-2027 Corporate Plan.



BACKGROUND

This is the council's second digital strategy, developed at a time when digital technology is increasingly important to service delivery. It has been developed following extensive engagement with citizens, businesses, employees and members. This engagement has identified various common needs and aspirations. It

recognises differences in how customers want to interact with the council given their level of digital skills and inclusion. The strategy builds on and develops activities commenced in the original digital strategy. The strategy sets the strategic direction for the council over the next five years.

PRINCIPLES

The strategy is guided by important principles:-

- **Innovative** – embrace new ways of working and technology
- **Data driven** - decisions are made based on sound evidence
- **User centred** – users are at the centre of what we do
- **Inclusive** – services are available to meet individual needs
- **Collaborative** – collaboration internally and externally
- **Secure** – systems and data are protected
- **Green** – digital technology supports the council's net zero aspirations

These principles are closely aligned to the council's Corporate Plan principles of *Fair and Inclusive, Empowering, A listening council* and *Citizen Focussed*.

THEMES

The strategy is based on four themes:

1 DIGITAL TRANSFORMATION

We will transform services by the innovative use of digital technology that is effective, easy to use and designed around user needs

2 DIGITAL SKILLS & INCLUSION

We will develop the digital skills of our citizens, employees and members plus support improved access to digital technology

3 DATA & COLLABORATION

We will improve service delivery by better use of data and increased collaboration built on secure systems and processes

4 DIGITAL INFRASTRUCTURE & CONNECTIVITY

We will drive excellent digital infrastructure and connectivity for the city and for the council

Further details on these four themes are provided within this document. The strategy identifies what we will achieve and how we will do it. It will also highlight various activities that will support its delivery. These are primarily focused on the next two years but the themes of the strategy will drive future work. Progress

against these activities will be managed and published both through service area updates, and an Annual Digital Report to Cabinet.

The themes of the Digital Strategy support the Well-being of Future Generations Act and the strategic priorities of the council.

WALES NATIONAL WELL-BEING GOALS

The delivery of our well-being Objectives supports Wales' Well-being of Future Generations Act (the Well-being Act) which requires all public bodies in Wales to think about the long-term impact of our decisions and to work with our communities, people, and each other to prevent persistent problems such

as poverty, health inequalities and climate change.

The Well-being Act has put in place seven well-being goals that all public-bodies, including Newport Council must work towards in this Corporate Plan:



In the delivery of our themes, we will need to work collaboratively, locally, regionally and nationally with other public sector bodies, not for profit organisations, charities, private sector, communities and representative groups.

Over the next five years, Newport Council will be working with a range of partners including the Cardiff Capital Region (Corporate Joint Committee), Gwent Regional Public Services Board and Regional Partnership Board to deliver

CORPORATE PLAN 2022–27

The Corporate Plan sets out the long term priorities of Newport Council and the delivery of its services to communities, citizens, businesses, visitors of Newport. The Corporate Plan is focused on how to transform services to meet 21st Century demands of its residents, businesses and visitors. The Plan outlines how the council will become more inclusive and sustainable ensuring people will have access to

our Well-being Objectives and our strategic priorities.

Throughout the delivery of this strategy, we will ensure the decisions that we make consider five Ways of Working: Long Term, Integration, Involvement, Collaboration and Prevention. We will also ensure that the impacts of our decisions consider the socio-economic impacts on Newport’s communities, service users, and staff that work for Newport Council.

the services they need. Four well-being objectives have been developed that will prioritise our focus over the next five years and will support our longer-term vision for Newport:



- 1 Economy, Education and Skills** – Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.
- 2 Environment and Infrastructure** – Newport is a city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.
- 3 Quality Social Care and Community Services** – Newport is a supportive city where communities and care are at the heart of what we do.
- 4 An Inclusive, Fair and Sustainable Council** – Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.

NEWPORT CITY COUNCIL CLIMATE CHANGE PLAN 2022–27

To support the Welsh Government’s target for all public services to be net carbon zero by 2030, Newport City Council launched its Climate Change Plan that sets out how the council will achieve this target. The delivery of this strategy, action plan and projects will

align and support the council’s Climate Change Plan and will consider the environmental impact on the council and communities.



KEY FACTS ABOUT NEWPORT



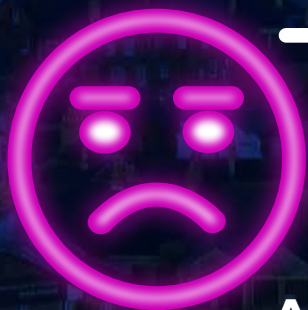
159,600

NEWPORT RESIDENT
POPULATION
(9.5% GROWTH
SINCE 2011 CENSUS)
CENSUS 2021



**NEARLY
4 MILLION
NEWPORT
CITY COUNCIL
WEBSITE VISITS**

NEWPORT CITY COUNCIL JANUARY – DECEMBER 2022



**23 AREAS
OUT OF 100 AREAS
IN NEWPORT LIVING IN
10% MOST DEPRIVED
AREAS IN WALES**

WELSH INDEX OF MULTIPLE DEPRIVATION 2019

50+ VENUES

ACROSS THE CITY PROVIDING

FREE PUBLIC WI-FI,

TOGETHER WITH FREE
CITY CENTRE AND BUS WI-FI
NEWPORT CITY COUNCIL 2023



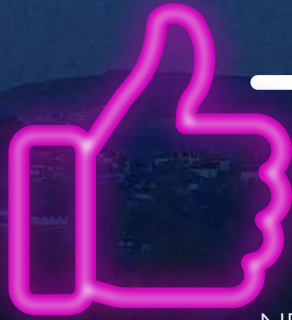
**99.5% OF PREMISES
IN NEWPORT CAN RECEIVE
4G MOBILE
SERVICES FROM ALL
OPERATORS (OUTDOOR)**

OFCOM - CONNECTED NATIONS 2022 REPORT



**83% OF
RESIDENTS**

IN NEWPORT ACCOMPLISHED
5 DIGITAL SKILLS IN THE PAST 3 MONTHS
NATIONAL SURVEY FOR WALES
- WELSH GOVERNMENT 2021/2022



**OVER
45,000**

NEWPORT CITY COUNCIL
SOCIAL MEDIA FOLLOWERS
NEWPORT CITY COUNCIL FEBRUARY 2023



**7% OF
HOUSEHOLDS
IN NEWPORT
WITHOUT
INTERNET ACCESS**

NATIONAL SURVEY FOR WALES
– WELSH GOVERNMENT 2021/2022

**62.5% RESIDENTS
IN NEWPORT CONSIDER THE
COST OF INTERNET
TOO HIGH**



NEWPORT CITY COUNCIL WEB SITE
AND BUS WI-FI PUBLIC SURVEY 2021



**79% CUSTOMER
TRANSACTIONS
COMPLETED ONLINE
OR SELF-SERVICE IN
NEWPORT CITY COUNCIL**

NEWPORT CITY COUNCIL CUSTOMER SERVICES
APRIL – DECEMBER 2022



**31,347 (19.7%)*
BLACK ASIAN
MINORITY
ETHNIC RESIDENTS**

* EXCLUDING WHITE: ENGLISH, WELSH,
SCOTTISH, NORTHERN IRISH OR BRITISH
CENSUS 2021



**97.5% OF
PREMISES
ACROSS THE CITY HAVE
SUPERFAST BROADBAND**

(30MBIT/S OR GREATER) COVERAGE
FROM FIXED BROADBAND
OFCOM - CONNECTED NATIONS 2022 REPORT



DIGITAL TRANSFORMATION

WE WILL TRANSFORM SERVICES BY THE INNOVATIVE USE OF DIGITAL TECHNOLOGY THAT IS EFFECTIVE, EASY TO USE AND DESIGNED AROUND USER NEEDS.

What we will achieve in the next 5 years for citizens and businesses:

SERVICES TRANSFORMED BY THE INNOVATIVE USE OF DIGITAL TECHNOLOGY

To achieve this we will:

- Adopt a “Digital First” approach to drive transformation within the council – services are delivered digitally by design
- Develop a culture of collaboration and innovation within the council, embracing, trialling and implementing new technology
- Support the council’s Transformation programme embracing digital technologies as a key enabler
- Review and re-engineer service delivery in the light of new and existing digital technologies
- Develop the use of automation including opportunities for Robotic Process Automation (RPA) and Artificial Intelligence (AI)
- Work with the Shared Resource Service (SRS) as a key partner to deliver outcomes

DIGITAL SOLUTIONS THAT ARE INNOVATIVE, EFFECTIVE AND EASY TO USE

To achieve this we will:

- Adopt a user centred design focus for all service delivery
- Development of effective and intuitive self-service facilities including “My Council Services” CRM system and mobile application
- Redevelop the council web site to provide a sustainability model
- Review major IT systems, their suitability, customer experience and self-service facilities on an ongoing basis

DIGITAL SOLUTIONS THAT ARE AVAILABLE 24x7 FROM ANYWHERE

To achieve this we will:

- Development of effective and intuitive self-service facilities including “My Council Services” CRM system and mobile application
- Redevelop the council web site
- Support the council’s Transformation programme embracing digital technologies as a key enabler
- Continue to develop and deliver the council’s New Normal programme
- Increase the number of digital solutions delivered via cloud services to improve accessibility, availability, resilience and sustainability – “Cloud First”

DIGITAL SOLUTIONS THAT MEET DESIGN, ACCESSIBILITY, WELSH LANGUAGE AND OTHER STANDARDS

To achieve this we will:

- Improve the design and accessibility of council IT systems including its web site
- Improve the Welsh language facilities of council IT systems including its web site
- Development of standards around self-service facilities including “My Council Services” CRM system and mobile app
- Develop digital standards for major IT systems working with Procurement and customers/users

A POSITIVE CONTRIBUTION TO CLIMATE CHANGE & ENVIRONMENTAL TARGETS INCLUDING REDUCED TRAVEL, WASTE AND ENERGY CONSUMPTION BY THE USE OF DIGITAL SOLUTIONS

To achieve this we will:

- Provide technology solutions that reduce the need for customers and staff to travel including collaboration, hybrid meeting facilities and self-service facilities
- Maximise the use of digital solutions to reduce paper usage including digitising paper records
- Migrate to more energy efficient technology solutions including data centre and cloud provision
- Minimise data storage to reduce infrastructure requirements and reduce energy consumption.
- Embed reduce, reuse, recycle principles in digital policies and practices

THE COUNCIL’S WEB SITE IS THE PREFERRED CHANNEL FOR CUSTOMERS, TOGETHER WITH COUNCIL APP, CUSTOMER ACCOUNT FACILITIES AND OTHER DIGITAL COMMUNICATION PLATFORMS SUCH AS SOCIAL MEDIA

To achieve this we will:

- Adopt a “Digital First” approach to drive transformation within the council – services are delivered digitally by design
- Extend the use of digital communication platforms such as social media to engage with citizens and businesses
- Redevelop the council web site
- Development of effective and intuitive self-service facilities including “My Council Services” CRM systems and mobile app
- Information is customer focused accurate, up to date and consistent across delivery channels
- Actively promote and signpost residents to online services at every opportunity

ACCESS CHANNELS THAT ARE JOINED UP EFFECTIVELY, PROVIDING CHOICE AND CONSISTENCY OF SERVICE

To achieve this we will:

- Information is customer focused, accurate, up to date and consistent across delivery channels including social media communications
 - Development of effective and intuitive self-service facilities
 - Redevelop the council web site
 - IT systems are integrated wherever possible to provide more accurate information and reduce data entry
-

What we will achieve in the next 5 years for employees and members:

DIGITAL SOLUTIONS THAT ARE EFFECTIVE AND EASY TO USE

To achieve this we will:

- Employees and members have access to the appropriate technology to perform their role effectively
- Develop appropriate training for employees and members to support the effective use of digital technology
- Implement and develop Microsoft 365 solution to realise its potential
- Adopt a “Digital First” approach to drive transformation within the council – services are delivered digitally by design
- Provide technology solutions that reduce the need for customers and staff to travel including collaboration, hybrid meeting facilities and self-service facilities

PROCESSES FOR EMPLOYEES ARE AUTOMATED TO REDUCE DATA ENTRY IN IT SYSTEMS

To achieve this we will:

- IT systems are integrated wherever possible to provide more accurate information and reduce data entry
- Develop the use of automation including opportunities for Robotic Process Automation (RPA) and Artificial Intelligence (AI)

DIGITAL SOLUTIONS THAT ENABLE REMOTE WORKING AND PARTICIPATION INCLUDING HYBRID MEETINGS

To achieve this we will:

- Provide technology solutions that reduce the need for customers and staff to travel including collaboration, hybrid meeting facilities and self-service facilities
- Deliver the council’s New Normal programme including improved telephony and use of personal devices (Bring Your Own Device)
- Implement and develop Microsoft 365 solution to realise its potential

DIGITAL SKILLS & INCLUSION



WE WILL DEVELOP THE DIGITAL SKILLS OF OUR CITIZENS, EMPLOYEES AND MEMBERS PLUS SUPPORT IMPROVED ACCESS TO DIGITAL TECHNOLOGY.

What we will achieve in the next 5 years for citizens and businesses:

IMPROVED DIGITAL SKILLS FOR CITIZENS AND BUSINESSES

To achieve this we will:

- Deliver a free digital skills training programme ranging from basic digital literacy to further education development opportunities, working in collaboration with partners including Digital Communities Wales
- Signpost citizens and businesses to training opportunities available to them
- Work in collaboration with educational partners and employers to ensure the availability of digital training

IMPROVED DIGITAL INCLUSION BY PROVIDING ACCESS TO DEVICES

To achieve this we will:

- Introduce a tablet loan scheme within the city
- Support schools to maintain the local authority recommended number of digital devices so that learners have access to the devices they need
- Support to the use of community focused grant funding to widen access to digital resources

IMPROVED DIGITAL INCLUSION BY PROVIDING FREE PUBLIC WI-FI AND SIGNPOSTING FREE DATA AVAILABLE

To achieve this we will:

- Provide public Wi-Fi in community buildings, city centre and buses
- Work with the Digital Poverty Alliance to raise awareness and undertake signposting of free data

IMPROVED DIGITAL INCLUSION DRIVEN BY CUSTOMER INSIGHT PROFILING

To achieve this we will:

- Work collaboratively with partners to undertake community profile mapping of which communities and areas are digitally excluded
- Review key demographic data to target support for digital inclusion

SERVICES THAT ARE JOINED UP ACROSS PARTNERS

To achieve this we will:

- Work in collaboration with the Digital Inclusion Alliance Wales to deliver on our 6 pledges to eliminate digital exclusion
- Publicise the digital inclusion work that NCC and partners are delivering across the city

What we will achieve in the next 5 years for employees and members:

IMPROVED DIGITAL SKILLS FOR EMPLOYEES AND MEMBERS

To achieve this we will:

- Enhance the role of council digital champions to improve support for employees
- Signpost employees and members to relevant training and awareness raising activities
- Addresses the digital skills needs of employees and members as part of the People Plan and workforce planning

IMPROVED ACCESS TO DEVICES AND SYSTEMS FOR EMPLOYEES CURRENTLY WITHOUT A DEVICE

To achieve this we will:

- Consider appropriate devices accessible by employees that currently do not have a device
- Consider suitable access for employees that currently do not have a work account
- Deliver the council's New Normal programme including improved telephony and use of personal devices (Bring Your Own Device)

EMPLOYEES AND MEMBERS HAVE ACCESS TO EQUIPMENT TO WORK IN AN AGILE MANNER

To achieve this we will:

- Employees and members have access to the appropriate technology to perform their role effectively
- Provide technology solutions that reduce the need for customers and staff to travel including collaboration, hybrid meeting facilities and self-service facilities
- Implement and develop Microsoft 365 solution to realise its potential
- Deliver the council's New Normal programme including improved telephony and use of personal devices (Bring Your Own Device)



DATA & COLLABORATION



WE WILL IMPROVE SERVICE DELIVERY BY BETTER USE OF DATA AND INCREASED COLLABORATION BUILT ON SECURE SYSTEMS AND PROCESSES.

What we will achieve in the next 5 years for citizens and businesses:

PEOPLE HAVE CONFIDENCE IN THE COUNCIL'S MANAGEMENT OF THEIR DATA

To achieve this we will:

- Maintain accreditation to information security standards including Public Services Network (PSN) and Payment Card industry Data Security Standards (PCI – DSS)
- Comply with Data Protection Act, Freedom of Information Act and other information legislation
- Manage information risks by appropriate governance structures and activities
- Provide and monitor user awareness training including e-learning for employees and members
- Improve cyber resilience working with partners and groups such as Warning, Advice and Reporting Point (WARP) and National Cyber Security Centre (NCSC)
- Ensure technical security measures are managed, working with the Shared Resource Service (SRS), partners and suppliers
- Ensure that effective data quality management processes are implemented across the organisation

DATA IS SHARED APPROPRIATELY TO SUPPORT PARTNERSHIP AND COLLABORATIVE WORKING FOR IMPROVED SERVICE DELIVERY

To achieve this we will:

- Comply with Data Protection Act, Freedom of Information Act and other information legislation to ensure information is shared appropriately
- Formalise information sharing using the Wales Accord on Sharing of Personal Information (WASPI) framework
- Ensure data is shared using secure and appropriate solutions
- Develop the organisation's use of data as an asset in conjunction with the Newport Intelligence Hub (NIH)
- Carry out Data Protection Impact Assessments where appropriate

DECISION MAKING, SERVICE DELIVERY AND PLANNING IS FACILITATED BY BETTER USE OF DATA

To achieve this we will:

- Ensure that services engage fully with their data to develop a better understanding of citizens and businesses for transformation and improved outcomes strategically, tactically and operationally
- Develop the organisation's use of data as an asset in conjunction with the Newport Intelligence Hub (NIH)
- Gain an understanding of service demands by analysis and interpretation of complaints, compliments and other customer feedback
- Ensure that benefits realised are effectively captured

DATA PROTECTED AGAINST CYBER ATTACKS AND OTHER THREATS

To achieve this we will:

- Improve cyber resilience working with partners and groups such as Warning, Advice and Reporting Point (WARP) and National Cyber Security Centre (NCSC)
- Ensure technical security measures are managed, working with the Shared Resource Service (SRS), partners and suppliers
- Implement a Security Operations Centre (SOC) and Security Information and Event Management (SIEM) system
- Ensure effective management of the council's data centre to improve resilience
- Test cyber security and disaster recovery processes
- Manage information risks by appropriate governance structures and activities including incident management to minimise impacts
- Provide and monitor user awareness training including e-learning for employees and members

SCHOOLS ARE SUPPORTED IN SOUND INFORMATION MANAGEMENT, CYBER RESILIENCE AND INFORMATION SECURITY

To achieve this we will:

- Continue to develop a strategic approach for school ICT
- Provide a schools Service Level Agreement (SLA) for information management service
- Ensure technical security measures are managed, working with the Shared Resource Service (SRS), partners and suppliers
- Provide schools with access to training and resources to support their cyber resilience and information security Implement a Security Operations Centre (SOC) and Security Information and Event Management (SIEM) system

IMPROVED BUSINESS CONTINUITY BY DIGITAL SOLUTIONS THAT ARE RESILIENT WITH HIGH AVAILABILITY

To achieve this we will:

- Ensure effective management of the council's data centre to improve resilience
- Support service development of business continuity plans
- Increase the number of digital solutions delivered via cloud services where possible to improve accessibility, availability, resilience and sustainability – “Cloud First”
- Ensure technical security measures are managed, working with the Shared Resource Service (SRS), partners and suppliers
- Test cyber security and disaster recovery processes
- Ensure cloud services meet National Cyber Security Centre (NCSC) cloud security principles

DATA FROM DIGITAL SOLUTIONS SUCH AS SENSOR TECHNOLOGY MAKES A POSITIVE CONTRIBUTION TO CLIMATE CHANGE AND ENVIRONMENTAL TARGETS

To achieve this we will:

- Investigate and pilot appropriate solutions to measure the impact of climate mitigation and climate adaptation measures
- Compare digital data with conventional data capture methods to identify suitable business cases for the deployment of sensor technologies
- Consider publication of validated and relevant environmental data

UP TO DATE AND MEANINGFUL INFORMATION IS AVAILABLE TO CITIZENS, BUSINESSES ETC

To achieve this we will:

- Ensure a culture that recognises the importance of maintaining accurate, relevant and up to date information for the public
- Development of effective and intuitive self-service facilities
- Ensure the council's web site and other digital communication channels are up to date and consistent
- Continued development and use of online mapping portal and its associated data

IMPROVED TRANSPARENCY WITH COUNCIL DATA MADE AVAILABLE THAT FACILITATES THE USE OF DATA FOR PUBLIC GOOD IN AN OPEN FORMAT WHERE POSSIBLE

To achieve this we will:

- Ensure that services engage fully with their data to develop a better understanding of citizens and businesses for transformation and improved outcomes strategically, tactically and operationally
- Develop the organisation's use of data as an asset through Newport Intelligence Hub (NIH)
- Freedom of Information and related requests are processed effectively
- We will continue to publish data in an open format at www.newport.gov.uk/transparency

DEMONSTRATE ORGANISATIONAL COMMITMENT TO PROCESSING CUSTOMER REQUESTS FOR INFORMATION SUCH AS FREEDOM OF INFORMATION AND SUBJECT ACCESS REQUESTS

To achieve this we will:

- Meet performance targets for Freedom of Information, Subject Access and other information requests

AN IMPROVED UNDERSTANDING OF THE CITY, ITS CITIZENS AND BUSINESSES AS A RESULT OF INSIGHT PROFILING, CENSUS AND OTHER DATA SOURCES

To achieve this we will:

- Analysis of service interactions, predictive trend analytics and the use of the Census and other data to ensure that we target and respond according to needs





DIGITAL INFRASTRUCTURE & CONNECTIVITY

WE WILL DRIVE EXCELLENT DIGITAL INFRASTRUCTURE AND CONNECTIVITY FOR THE CITY AND FOR THE COUNCIL.

What we will achieve in the next 5 years for citizens and businesses:

EXCELLENT CONNECTIVITY IN THE CITY DUE TO INCREASED INWARD INVESTMENT IN THE CITY'S DIGITAL INFRASTRUCTURE – BROADBAND, WI-FI AND MOBILE TELECOMMUNICATIONS INCLUDING 5G

To achieve this we will:

- Develop a culture that recognises the benefits to citizens and businesses of digital infrastructure
- Support and participate in city infrastructure developments in collaboration with partners for broadband, Wi-Fi and mobile telecommunications
- Implement the Local Broadband Fund (LBF) project in council adult residential care homes
- Exploit city centre digital infrastructure such as dark fibre to act as catalyst for digital developments, inward investment, regeneration and economic activity
- Bids for funding for solutions to improve connectivity in the city where opportunities arise
- Provide and develop public Wi-Fi in public buildings, city centre and buses

NEWPORT ESTABLISHED AS WALES' FIRST DATA CITY

To achieve this we will:

- Work with Cardiff Capital Region, business, industry and FE and HE institutions to capture, sustain and grow our data capabilities and opportunities, including the delivery of a National Technology Institute in Newport.

COUNCIL SERVICES ARE DELIVERED BY FAST AND RELIABLE NETWORKS

To achieve this we will:

- Continue to review the digital infrastructure provision in council buildings
- Migrate existing PSTN telephone network services to digital
- Review the existing Community Safety Network provision
- Increase the number of digital solutions delivered via cloud services where possible to improve accessibility, availability, resilience and sustainability – “Cloud First”
- Ensure effective management of the council's data centre to improve resilience

SMART PLACE TECHNOLOGY IMPROVES SERVICE DELIVERY

To achieve this we will:

- Develop a culture of collaboration and innovation within the council, embracing, trialling and implementing new technology
- Consider and implement smart place technologies where appropriate to capture, use and publish appropriate data

DIGITAL INFRASTRUCTURE FOR THE CITY CONSIDERED IN COUNCIL BUILDINGS, PLANNING, ROAD INFRASTRUCTURE AND ASSETS

To achieve this we will:

- Develop a culture that recognises the benefits to citizens and businesses of digital infrastructure
- Support and participate in city infrastructure developments in collaboration with partners for broadband, Wi-Fi and mobile telecommunications
- Review the digital infrastructure provision in council assets such as roads and street furniture

What we will achieve in the next 5 years for employees and members:

BUILDING INFRASTRUCTURE THAT SUPPORTS A FLEXIBLE AND AGILE WORKFORCE

To achieve this we will:

- Deliver the council's New Normal programme including improved telephony and use of personal devices (Bring Your Own Device)
- Provide technology solutions that reduce the need for customers and staff to travel including collaboration, hybrid meeting facilities and self-service facilities
- Continue to review the digital infrastructure provision in council buildings

EMPLOYEES AND MEMBERS HAVE ACCESS TO SYSTEMS IRRESPECTIVE OF WHERE THEY CHOOSE TO WORK

To achieve this we will:

- Provide technology solutions that reduce the need for customers and staff to travel including collaboration, hybrid meeting facilities and self-service facilities
- Implement and develop Microsoft 365 solution to realise its potential
- Deliver the council's New Normal programme including improved telephony and use of personal devices (Bring Your Own Device)
- Work with the Shared Resource Service (SRS) as a key partner to deliver outcomes
- Increase the number of digital solutions delivered via cloud services to improve accessibility, availability, resilience and sustainability – "Cloud First"

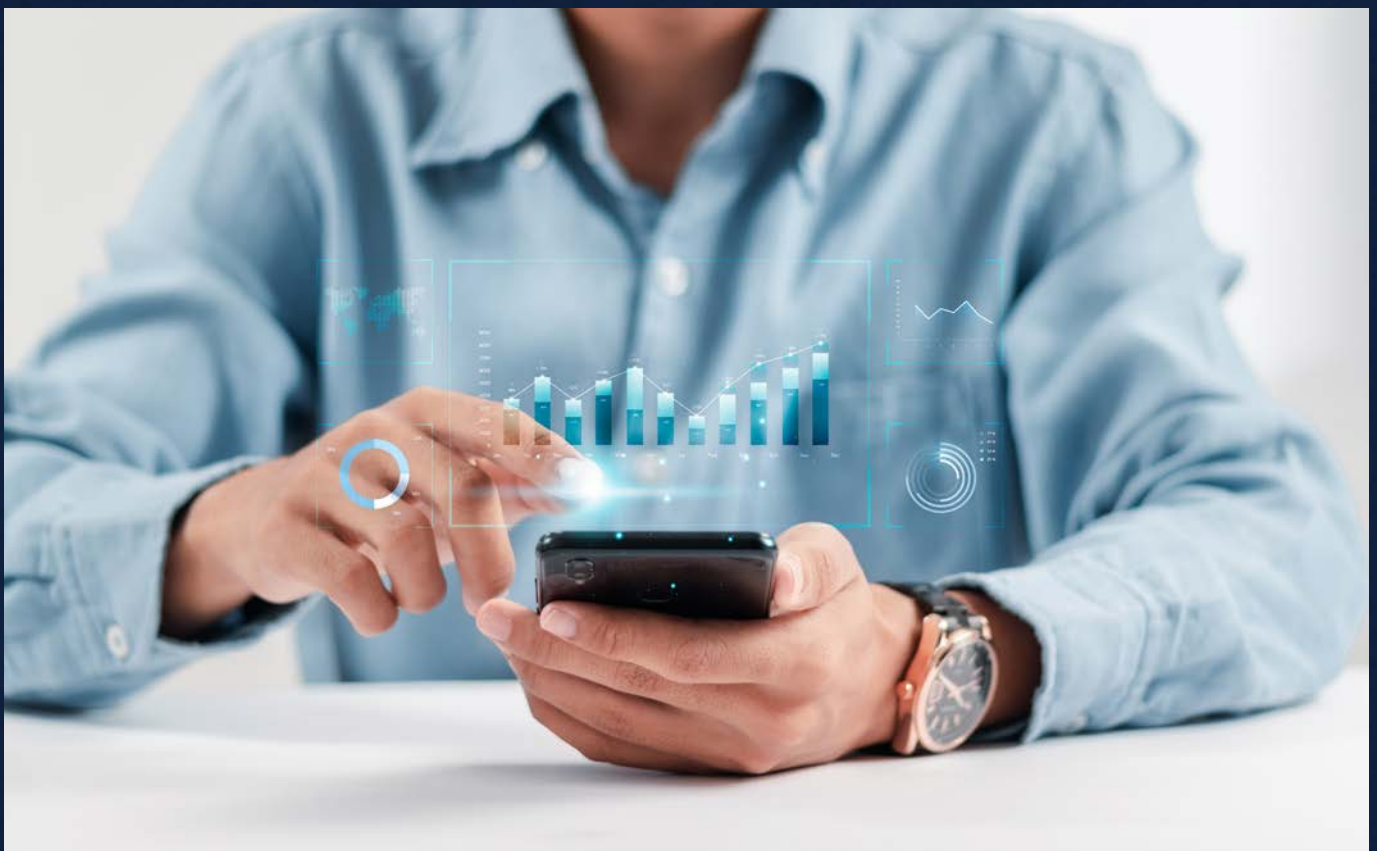
DEVELOPMENT OF THE PLAN

The Digital themes have been developed in consultation with citizens and businesses to understand their future priorities, using a website survey and a paper alternative.

Online surveys have also been conducted using the city's public Wi-Fi in buildings and on buses. Internal engagement has included working with senior managers, the officer Digital City Board and wider officer groups.

Scrutiny discussion in July 2022 supported the proposed themes and detailed aims and actions have now been developed following further engagement. The draft strategy has been developed to sit alongside the new Corporate Plan.

A Fairness and Equality Impact Assessment (FEIA) has been developed and this is published at www.newport.gov.uk/feia



PERFORMANCE AND REPORTING

A detailed action plan will be developed annually and reported through the Annual Report process. Performance is reviewed by means of the Annual Digital Report to Scrutiny

Committee and Cabinet Member. Performance will also be monitored as part of the defined role of the council's digital programme board.



NEWPORT
CITY COUNCIL
CYNGOR DINAS
CASNEWYDD

www.newport.gov.uk

