Dyddiad y Cyfarfod / Date of Meeting: 20.09.2018

Rhif yr Eitem / Item Number: 6

Teitl / Title: System Gwybodaeth Digidol Rhanbarthol / Regional Digital Information System

I ystyried a sylwi ar y materion canlynol:

1. I'r BGC cefnogi datblygiad y system gwybodaeth ddigidol hon.
2. I'r BGC rhoi caniatâd i'r Swyddogion BGC Rhanbarthol (Sir Gâr, Ceredigion a Sir Benfro) i ymchwilio ffyrdd o ariannu ac adrodd yn ôl i'r BGC maes o law.

To consider and comment on the following issues:

1. That the PSB support the development of this digital information system.
2. That the PSB gives permission to the Regional PSB Officers (Carmarthenshire, Ceredigion and Pembrokeshire) to explore funding avenues and to report back to the PSB in due course.

I Drafod **For Discussion**	**A oes angen penderfyniad: Oes** **Decision required: Yes**

Cynigwyd gan / Proposed by: Kate Thomas, Tîm Cefnogi'r BGC / PSB Support Team

Regional Digital Information System

Background

The South West Wales Regional PSB Officer Network, made up of Carmarthenshire, Ceredigion and Pembrokeshire PSB support officers, has been successful in obtaining a grant that enables us to build our strategic capacity and capability both to support the delivery of Local Well-being Plans and to consolidate our work on the Assessments of Local Well-being.

An element of commissioned research was included in the regional grant application in order that we could:

- Identify gaps in data and enable additional evidence gathering in a less labour and resource-intensive manner;
- Support real-time data availability using an online approach;
- Enable a more evaluative approach to the delivery of Local Well-being Plans by constructing an appropriate monitoring and evaluation process, including public engagement and consultation that would allow outcomes and progress to be tracked readily.

In her report entitled "Well-being in Wales: the journey so far" (May 2018), the Future Generations Commissioner emphasised the importance of evidence in monitoring and assessing the objectives laid out in the Well-being Plans:

"Public bodies are expected to build up evidence and approaches that enable them to make a clear assessment of whether their well-being objectives are fit for purpose. Annual reports should explore how far the organisation has got in building up this evidence and provide a critique on whether the steps being taken to meet the objective are having an impact. Annual reports demand self-reflection and some public bodies may wish to review and change their objectives based on what's working or not working."

This means that we must:

- Continuously update the information gathered in the Assessments of Local Well-being and identify any relevant new data sources;
- Monitor social, economic, cultural and environmental well-being factors;
- Assess the effectiveness of the Local Well-being Plan;
- Provide opportunities for critical reflection;
- Allow outcomes and progress to be tracked readily.

The scale of the problem

At this point in time we have a number of issues that cannot be addressed by our existing digital systems that have been designed predominantly to serve a particular need within each individual organisation. Currently we have no mechanism to weave together the disparate business systems to create a more comprehensive and ultimately much more useful and efficient bespoke tool for the PSBs. To properly fulfil the Future Generations Commissioner's expectations, PSBs will need to be able to easily:

- Monitor a wide range of variable factors, including change in circumstances, change in data and change in evidence sources;
- Acquire more topical and detailed evidence to use in future plan implementation and formulation;
- Identify and respond to emerging issues;
- Develop a holistic PSB approach through integrating information from a variety of partner services and programmes;
- Carry out focussed consultations with the public;
- Integrate evidence with the location-specific data we hold on community assets;
- Combine both qualitative and quantitative data to enhance our understanding of particular topics;
- Ensure the consistency and accessibility of data/information available to organisations and communities;
- Ensure effective communication between the PSB organisations themselves, and also between the PSB and partner organisations and our communities.

Gathering information for the Assessments of Local Well-being and developing the Local Well-being Plans proved to be a very complex and demanding task. To illustrate the complexity, there are 19 public sector organisations in total which are immediate members of the Ceredigion PSB, while Carmarthenshire PSB has 14 and Pembrokeshire PSB 15. In addition, there are unspecified numbers of third sector organisations, community groups and individuals who will also contribute to the implementation of the Local Well-being Plans.

The production of each of the individual Well-being Assessments entailed a major collaborative effort between the partner organisations and demanded considerable individual and organisational commitment of expertise, time and resources. It is vital that we now establish a more efficient process for delivering future iterations of the plan that allows us to make best use of our current systems and also to broaden our digital capacity to provide more multi-dimensional and collective ways of working.

With this in mind, we invited tenders for the development of an innovative design for a digital information system which would address the issues identified above. We subsequently

appointed the consultant, Writemedia, to carry out the study and deliver a project plan for the design and implementation of a digital solution.

The system

The project plan specified the development of an innovative digital software system that would:

- support the requirement to provide evidence for the implementation of current and future Well-being Plans;
- facilitate critical reflection upon them;
- permit continuous monitoring and assessment;
- facilitate public engagement and consultation.

While the overall structure of the system would be shared by the three PSBs in the South West Wales Regional Network, it would be sufficiently flexible to accommodate the locally important issues which differ between the three Boards. The common features would provide for:

- Updating of official data tables, etc., such as from Data Cymru, with some in-built tools to provide a quick and basic analysis together with an indication of the magnitude and direction of change;
- Collaborative working between the PSB member organisations, partner organisations and all other relevant stakeholders, for instance, practitioners/researchers working on a particular issue, using a variety of in-built tools;
- An interactive means of engaging in and managing public consultations (e.g. through social media and on-line questionnaires) and a means of capturing of qualitative information in both broad and more specific consultations;
- Integration with individual partner organisations in terms of both governance and the technicalities of linking systems;
- Flagging areas of concern, e.g. where progress has stalled;
- Links to the spatially-referenced Community Asset Mapping system;
- The possibility of up-scaling, allowing additional PSBs to join in future, e.g. Powys, Gwynedd, etc.

An overview of the work completed to date on designing the bespoke system was presented to the Regional PSB meeting on 25th June 2018.

We now have the necessary detailed documentation to proceed to tender for the supply of the system itself.

Indicative costs

The initial outlay to develop and implement the system is estimated to be something in excess of £50,000.

Funding opportunities:

- The PSBs within the South West Wales Region could jointly fund the development, with the long term option of patenting the software and thereby recouping some of the cost.
- Welsh Government may be interested in funding the system themselves because it fits perfectly into the 'Digital First' strategy laid out in its Digital Action Plan, which aims to support the public sector in providing excellent online digital services; this approach would make the sharing of good practice amongst the PSBs and their partner members more sustainable.

There are possibilities for the PSBs within the South West Wales Region to apply for other potential funding streams, including EU funding.

Summary

The proposed digital information system offers an innovative vision for future ways of working both within and across organisations. It provides a fresh and responsive means of monitoring and assessing key indicators, alongside enhanced opportunities for reflection and communication. Furthermore, it promotes the sustainable use of our limited resources, reducing duplication of effort and improving our efficiency.

Recommendations:

1   That the PSB support the development of this digital information system.

2   That the PSB gives permission to the South West Wales Regional PSB Officer Network to explore funding avenues and to report back.