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Foreword

Introduction

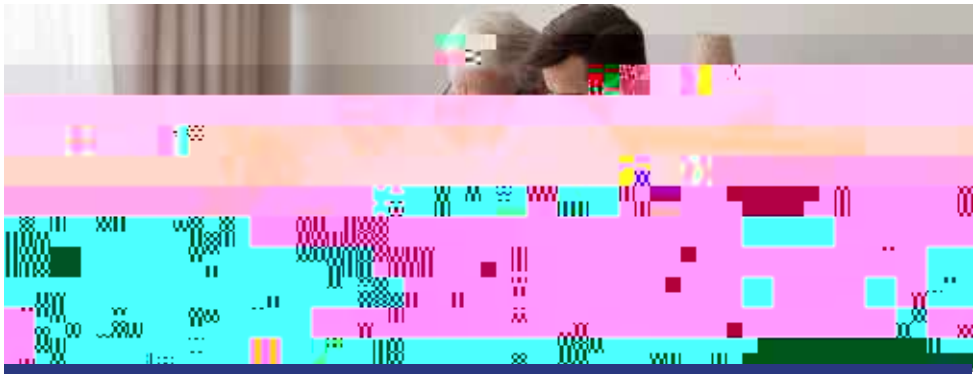
Where we are now

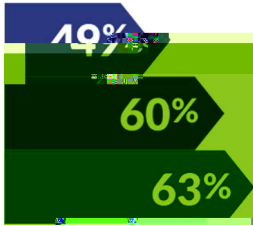
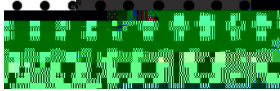
Elara Gwent has been progressing with its digital transformation journey over the last few years, with the introduction of new ways of working, modern technology and cloud based software.

What we are trying to achieve

The scope of this strategy sets out our ambition to make digital transformation an integral part of our approach to providing high quality services.

Our aims to be proactive, embracing opportunities for national, regional, partnership and local collaboration to better meet the needs of the CO





Wales Context

Our Principles

The Strategy is underpinned by two key principles and three priorities which are essential to improving and delivering our services in the future:

Principle One

Develop a culture that supports digital improvement and a seamless customer experience

Aim To ensure we have a shared understanding of what digital means for our organisation, customers, businesses and learners

We will do this by:

- > **developing a shared vision on how the Council will improve and deliver its services influencing behaviours that put the customer at the heart of everything we do**
- > **developing a customer centred culture**

Principle Two

Aim To improve how we engage with customers, businesses, learners and partners to provide an opportunity to build services that are fit for the 21st Century.

We will do this by:

- > **working with communities to design digital services to solve complex problems**
- > **working with all stakeholders to understand issues with service delivery.**
- > **working with partners to align projects and contracts to make the best use of resources**
- > **building and developing multi-disciplinary teams to improve skills and draw on expertise**
- > **becoming more efficient when delivering projects with shared knowledge, ownership and understanding**
- > **improving communication and sharing of information across the organisation and with stakeholders**

Our Priorities

Priority One- To be a customer focussed organisation

Aim Design services based on what our customers and businesses need by taking a customer-centred approach

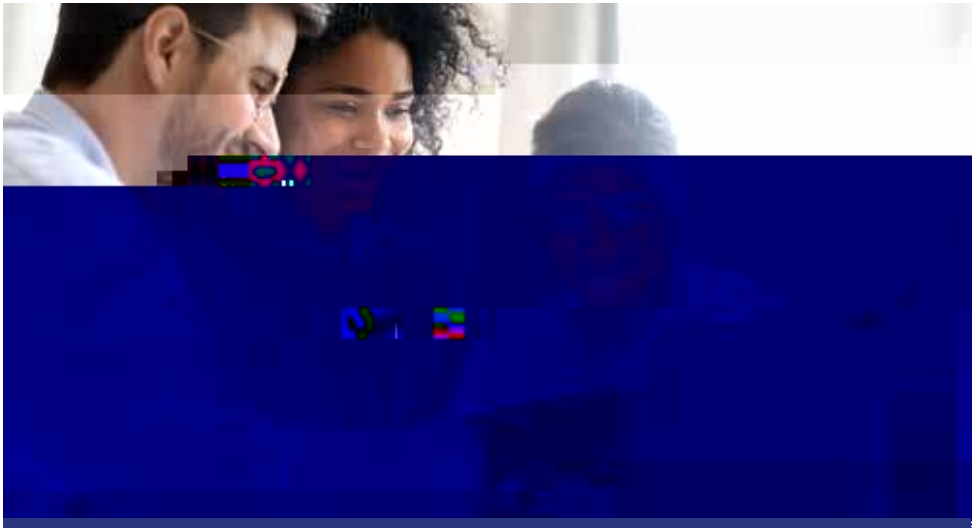


Priority Two - To be a digitally enabled Borough

Aim To develop digital and data skills to deliver services that meet customer and business needs

We will achieve this by:

- > **putting customers and businesses at the heart of everything we do**
- > **building the right skills that are necessary to deliver customer centred services**
- > **develop staff so they are confident in their digital skills to future proof them and the organisation for the 21st century.**
- > **ensure all elected members and senior managers are digital leaders and support customer centred approaches**
- > **ensuring we can adapt quickly to the changing needs and demands of customers and service requirements**
- > **improving the quality of our data to provide better services**
- > **making decisions based on evidence**
- > **using data and insights to become proactive rather than reactive**
- > **ensuring that all data is protected appropriately.**
- > **sharing data when it is safe and appropriate to do so**
- > **exploring the use of Open Data to help solve complex problems**



Blaenau Gwent County Borough Council
The General Offices
Steelworks Road
Ebbw Vale
NP23 6DN

Tel: 01495 311556

Website: www.blaenau-gwent.gov.uk

