

Fy Nghyf / My Ref: CM40106

Dyddiad / Date: 13th August 2018

Councillor David Walker  
County Hall  
Atlantic Wharf  
Cardiff  
CF10 4UW

Annwyl/Dear Councillor Walker

### **PRAP - 11th July - Digital Strategy**

Thank you for the opportunity to present to Committee and your letter dated the 23<sup>rd</sup> of July. I welcome the opportunity following the Digital Strategy being agreed at Cabinet to work cooperatively with this Committee on its implementation and hope to see it feature prominently in your work programme going forward.

In response to the some of the specific points raised at Committee and subsequently in your letter, I hope that I have covered in the items below.

### **Resourcing and Savings**

I note and agree with the Committee's feedback on the potential impact on staff. The exact detail of the impact on staff will be on a case-by-case basis and I would be happy to bring information on this subject to a future Committee as our proposals develop.

There may also be savings relating to digitisation that emerge as part of the budget proposals being developed during this and future financial years, which of course this Committee will have the opportunity to scrutinise.

### **Cardiff App**

I appreciate the Committees concerns about the limited functions of the Cardiff App. Significant work has taken place identifying suitable services which will

#### **ATEBWCH I / PLEASE REPLY TO :**

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall  
Glanfa'r Iwerydd / Atlantic Wharf, Caerdydd/Cardiff, CF10 4UW  
Ffon / Tel: (029) 2087 2598

#### **GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI**

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

#### **WORKING FOR CARDIFF, WORKING FOR YOU**

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realise a shift in customer behaviour. The Cardiff Gov App roadmap for future services is based on the following factors;

- Service Demand
- User Feedback
- Service Area Readiness

I also welcome the opportunity to return to Committee with a further update on the progress of the App over the coming months.

### **Councillor Support**

I note and agree the importance of Councillors' understanding of the App and would like to re-assure all members that the technical glitches raised will be looked into.

Linked to the number of services available on the App, we have to hit the right balance between ensuring that enough services are available for the App to be worthwhile to download, against ensuring the services on there are reliable. We also need to ensure that we have the appropriate resource to work through any technical issues in a timely manner so that the user experience is high enough for people to continue to use it.

I would like to confirm that Cllr Ashley Lister has been included in the 'smart councillor' test group and will be a welcome member of the team. I would also like to clarify that the Cardiff App is compatible with all IOS and Android devices, taking this guidance from website hits from the mobile devices used.

### **Serving all Citizens**

Thank you for your response in regards to concerns to the elderly and their inclusion of the digital strategy. I would like to reassure all members that whilst the strategy is being implemented, all other access channels would remain open so that people can access services in a way that is most convenient for them. I would welcome the opportunity to return to Committee to present the service map once drafted.

Thank you once again for your letter and the time that the Committee took to review these items.

Yn gywir  
Yours sincerely



**Councillor Chris Weaver**  
**Aelod Cabinet Dros**  
**Councillor for Cabinet Member Finance, Modernisation & Performance**