



Gwasanaethau Digidol
Digital Services

DIGITAL SERVICE - ACHIEVEMENTS BENEFIT MATRIX 2023-24



Digital by design

We will design and develop digital services based on our residents, businesses, elected members, staff and visitor needs.

Pipeline activity	Directorate	Financial	Information	Service	Reputational	Resource	Benefits realisation
DTB-00003 - Migration and modernisation of NPT.GOV.UK to Umbraco Cloud	Cross Council	●	●	●	●	●	<p>NPT is ranked in the top 20 for accessibility against other UK Council websites – with a 99% accessibility score.</p> <p>We have reviewed and migrated over 2,800 pages of content, reducing the number of pages on the site by 50% by retiring redundant content in conjunction with service areas. The new website is optimised for mobile and tablet devices in response to key insights gathered from user research data.</p> <p>Benefits include:</p> <ul style="list-style-type: none"> • Enhanced resident experience – reduced failure demand. • Increased agility for rapid updates. • New website design and user experience • Scalability with cloud architecture.
DTB-00009 - Microsoft Intranet Platform Modernisation	Cross Council	●	●	●	●	●	<p>By modernising our NPT Intranet platforms, we have provided staff with a modern and fit for purpose employee experience platform – NPT Connect.</p> <p>Benefits include:</p> <ul style="list-style-type: none"> • Migration off legacy IT platforms onto modern cloud-based platforms, reducing internal costs replacing legacy platforms. • Enhance security and compliance. • Seamless integration with our existing investment in Microsoft 365 infrastructure, maximising efficiency. • Increased efficiency through automation and AI. • Improved knowledge sharing and productivity across staff. • Enhanced staff engagement and collaboration, streamlined communication channels by reviewing, editing, and developing existing content to be migrated, with a focus on accessibility, User eXperience and our style guides • Improved employee wellbeing.



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							<ul style="list-style-type: none"> • We manually migrated over 450 pages of core content from the old platform. • 20+ groups on the Yammer / Viva Engage platform to facilitate community building and collaboration between employees. • Over 1100 messages posted and nearly 2400 reactions in past 180 days. • Reduced workload on IT administrators by 70% by implementing a more streamlined approach to creating and updating content on the new platform.
DTB-00028 - Customer Hub (Service First Replacement)	Strategy and Corporate Services / Environment Directorate	●	●	●	●	●	<p>Through this project, we have migrated off legacy systems and rationalisation onto a modern web-based platform.</p> <ul style="list-style-type: none"> • Single view of the customer and property. • Promotes channel shift and customer self-service. • Automation of manual admin heavy processes and reduction in data duplication and entry. • Ensures Council staff have access to the modern technology they need to do their jobs effectively. • Project aligned to lean process delivery and User Centred Design. • Alignment to the Target Operating Model and Digital Service Standards. <p>Benefits include:</p> <ul style="list-style-type: none"> • 40% faster to process a service request for customer service staff. • Manage cases on any device at any time. • Decrease calls and emails into the contact centre and redirection of officer's time to resolve more complex cases. • Allows customers to receive updates regarding their service requests. • Automation of manual admin heavy processes and reduction in data duplication and entry.



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							<ul style="list-style-type: none"> • Improve customer satisfaction through better communication. • Efficiency gains through easy and unmediated access to data allowing for deep analysis of business processes and performance. • Advanced integration with other in-house systems and databases.
DTB-00031 - NPT.gov.uk - Review of our online digital services and content to ensure they are fully accessible and meet user needs.	Cross Council	●	●	●	●	●	<ul style="list-style-type: none"> • Lean processes applied • User centred design • Alignment to the Target Operating Model and Digital Service Standards. <p>Benefits include:</p> <ul style="list-style-type: none"> • We reviewed, edited, and developed existing content to be migrated, with a focus on accessibility, UX and GDS style guides • Applied user centered design against 50+ content areas across 11 service areas. • 80% more efficient Welsh translation process • 83% content quality score • Reduced the word count on pages across new content areas of the site by over 50% by rewriting the information in plain language.
DTB-00041 - Service metric dashboards - GovMetric	Cross Council	●	●	●	●	●	<p>The GovMetric project has allowed better use of data and customer insight to drive service improvement. This includes:</p> <ul style="list-style-type: none"> • Pinpoint failure demand, diagnose root cause, and quantify efficiency gains. • Improve digital experiences to drive self-service and sustainable channel shift. <p>Benefits include:</p>



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							<ul style="list-style-type: none"> • Increase in valuable resident feedback rate. This allows the Council to use resident feedback to ensure our web services meet user needs. • Real-time feedback monitoring and reporting, enabling quick decision-making. • Time savings through task automation, allowing the Council to better utilise resources.
DTB-00046 - Implementation of GOV.UK Pay to replace existing online payments	Finance Directorate / Cross Council	●	●	●	●	●	<p>Transition of all 'fund 7' financial payments currently available online onto GOV UK Pay from Capita Pay 360 by September 2024. Migration away from Legacy 3rd party provider onto cloud-based Government hosted platform. This has resulted in improved Citizen Experience and lower transactional costs.</p> <p>Benefits include:</p> <ul style="list-style-type: none"> • No monthly licence fees, setup or upgrade fees. • Cost savings as no fees to add our branding • Significantly faster to launch a new online payment service • Payment pages are WCAG2.1 AA compliant and meet Accessibility Regulations 2018. • Compliant with PCI DSS
DTB-00050 - Lord Lieutenant Website	Strategy & Corporate Services Directorate		●	●	●		<p>New website launched in time for lord lieutenant, with new content explaining its extended role and remit.</p> <p>Benefits include:</p> <ul style="list-style-type: none"> • Enhanced user experience and information resource. • Alignment to the Target Operating Model and Digital Service Standards.
DTB-00061 - Emergency Planning website	Cross Council	●	●		●		<p>Overhauling the Emergency Planning webpages on the corporate website.</p> <p>Benefits include:</p>



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							<ul style="list-style-type: none"> Enhanced user experience and information resource. User centred design process. Alignment to the Target Operating Model and Digital Service Standards. Reduced the word count on pages on the site by 70% by rewriting the information in plain English. Improved customer satisfaction.
DTB-00102 - Tata transition information hub	Cross Council		●	●	●		<p>Providing a front door to a single source of information and guidance for our communities and businesses.</p> <p>Benefits include:</p> <ul style="list-style-type: none"> Enhanced user experience and information resource. Alignment to the Target Operating Model and Digital Service Standards.
DTB-00109 - Microsite Migration	Cross Council	●	●	●	●	●	<p>Aligned to the Digital Strategy, consolidating our disparate websites that have evolved over several years has been a priority.</p> <p>Benefits include:</p> <ul style="list-style-type: none"> 34 microsites consolidated down to 11. Reduces overhead of running multiple silo'ed sites. 70% reduction in technical debt Modern cloud-based platform and enhanced user experience. Seamless user journey across sites through the standardised NPT Global Experience Language.
DTB-00110 - Self-Service online forms – Phase 1 (8 Forms)	Cross Council	●	●	●	●	●	<p>Project to review and improve the range of self-service online forms available on the NPT website.</p> <p>Benefits include:</p> <ul style="list-style-type: none"> Rationalised Systems.



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							<ul style="list-style-type: none">• Improved Citizen Experience – increase in customer self-service.• Lean process applied.• User centred design principles.• Alignment to the Target Operating Model and Digital Service Standards.• 30+ generic email addresses previously on website > 1 single contact us form.• Digitised 11 new processes across 8 service areas.• 72% digital take up rate.



Using the right technology

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DTB-00004 - SAB Enforcement and Appeals (Drainage)	Environment Directorate	●	●	●	●	●	<p>We have developed an application which allows the sustainability drainage team to process applications from the public to the mandatory standards set by Welsh Ministers. The system helps transform the delivery of the Sustainable Drainage Systems Approving Body (SAB) process by reducing administration, streamlining business processes, and providing seamless integration.</p> <p>Benefits include: Financial savings, Improved Data Capture, Standardised Processes, Improved Compliance, Streamlined Processes, Self-service Systems, Rationalised Systems, Improved Process Automation.</p> <p>Key metrics: Average cashable savings of £6,700 savings per year on software costs.</p>
DTB-00013 - Cyber Security and Resilience Action Plan	Cross Council		●	●	●	●	<p>Neath Port Talbot County Borough Council Cyber Security Strategy and associated cyber security and resilience action plan has been developed to support Neath Port Talbot Council's approach to protecting its information systems, the data held within them, and the services they provided from unauthorised access, harm or misuse.</p> <p>As Secure by Design is a fundamental requirement running through the digital strategy from 2024/25, we will be embedding the Cyber security strategy and action plan into the DDaT strategy, with annual updates also aligned.</p>
DTB-00018 - PASTA finance system - Legacy application re-platform / rewrite	Environment Directorate		●	●	●	●	<p>This project delivered a re-write for the legacy Oracle forms application onto the supported Oracle Apex platform.</p> <p>Benefits include:</p>



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							Supported platform, Improved Data Capture, Standardised Processes, Streamlined Processes, Rationalised Systems, Improved Process Automation
DTB-00019 - Digital Services Service Desk review and reset - including Incident, Change and Problem, along with Asset management	Cross Council		●	●	●	●	<p>Overhauling the Digital Services IT Service Management Platform, moving to a modern and fit for purpose cloud product.</p> <p>The platform allows a customisable, self-service platform, where our users can log directly into the system. The data capture and reporting features are far more detailed and customisable, allowing Digital Services to pinpoint root cause and embed industry standard processes and procedures. By utilising the asset management and leveraging the analytical capabilities, Digital Services will be able to deliver an enhanced, robust, streamlined service.</p> <p>Benefits include: Service/Call Handling' Single Source of Data; Improved Data Capture; ' Cloud Hosted Infrastructure; Streamlined Services; Self Service System; Integrated Working' Rationalise On-Premise Infrastructure' Improved Information Governance; Cyber Security Risk mitigation.</p>
DTB-00020 - On Premise Data Centre Infrastructure Modernisation Programme	Cross Council	●		●	●	●	<p>Due to legacy operating models, Digital Services accumulated a mass of technical debt (aged platforms and architecture), which were no longer sustainable to manage.</p> <p>The ongoing running costs of the data centre were also significant, so a programme of work was identified to rationalise and modernise the infrastructure within the data centre. This led to an investment in core compute and</p>



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							<p>networking infrastructure, allowing Digital Services to virtualise and modernise the underpinning core services.</p> <p>This has allowed Digital Services to decommission some of the aging infrastructure, which yields a more resilient, robust, secure service and facilitates delivery of the corporate decarbonisation agenda.</p> <p>To date, Digital Services has managed an ongoing annual saving in excess of £115k through reduced on-premise running costs.</p> <p>Benefits include: Move to Cloud Hosted Infrastructure (where appropriate); Leverage technology capability'; Rationalise On-Premise Infrastructure; Modernise On-Premise Infrastructure' Improved IG; Cyber Security Risk mitigation; Hardware/Software Risk Mitigation; Support Compliance.</p>
DTB-00026 - Automation - Passenger Transport	Environment Directorate		●	●	●	●	Streamlined online application form to streamline applications and reducing failure demand saving officer time.
DTB-00032 - CAMS / Public Rights of Way - Legacy application re-platform / rewrite	Environment Directorate						<p>The Public rights of way system (PROW) is a database and map management system developed to simplify the maintenance of rights of way and street furniture.</p> <p>Migration off legacy IT platform onto a modern web-based platform, with financial saving for service area against previous commercial licence costs.</p> <p>Average cashable savings of £5,000 savings per year on software costs.</p>
DTB-00035 - Finance and Payroll Automation	Finance Directorate	●	●	●		●	A 2-phase project, set out to automate 6 financial service processes that required human intervention and inherently



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							were prone to human error. The work was repetitive but required considerable attention. The project concluded with all processes automated, phase 1 returned over 1000 hrs to the service area annually, Phase 2 is targeted to return an additional 500 hours annually. Benefits include: Resource Saving, A Single Source of Data, Standardised Processes, Streamlined Processes, structured published process.
DTB-00037 - Neath Antiquarian Society (NAS) Public Access	Strategy & Corporate Services Directorate			●	●	●	Working with NAS team and the Blueprint for a digitally included UK. Digital Service delivered an inclusive solution that provides those without digital access a safe and secure public access to the NAS archive and Family History research within their community.
DTB-00042 - Property Gazetteer / Local Street Gazetteer	Environment Directorate	●	●	●	●	●	Saving of officer's time to deal with more complex cases. Replacing manual admin heavy and spreadsheet processes. Allows a joined-up view of the data stored across the various council systems. 440 hours saved per annum
DTB-00043 - NPT unified comms business case and roadmap	Cross Council	●	●	●	●	●	Service/Call Handling' Improved data capture; Improved reporting' Cloud Hosted Infrastructure (Contact Centre); Integrated Working' Rationalise On-Premise Infrastructure' Improved call flow and handling; Improved Citizen Experience; Improved Information Governance.
DTB-00049 - Children's and Family system	Education Directorate	●	●	●	●	●	A redesigned system which collates and provides analysis the service and programme level data and information relating to Families First. Benefits include:



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							<p>Migration off an unsupported commercial platform, Single view of data, financial savings, streamlined processed. Average cashable savings of £4000 savings per year on software costs.</p>
<p>DTB-00053 - Rewrite of the Council's Property Management System - TPMS</p>	<p>Environment Directorate</p>	●	●	●	●	●	<p>A major programme of work to deliver an in-house complex property management system designed to streamline the handling and administration of routine and reactive tasks related to council properties.</p> <p>Re-designed to deliver a resilient, extensible, and user-friendly platform with transparent and methodical end-to-end workflows</p> <p>Streamlined Processes, Rationalised Systems, Improved Process Automation</p> <p>Benefits include:</p> <ul style="list-style-type: none"> • Improved usability, especially for new-starters and those with experience of the many other APEX applications used internally. • Application is accessible on modern hardware across many different devices without installation process. • Additional modules can be added rapidly when required. E.g. Biodiversity module was added just prior to launch within a quick tie-frame of a few weeks. • Reduced admin workload with simplified user creation and maintenance.



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							<ul style="list-style-type: none"> • Rapid report creation with a high level of user customisation built in which reduces the need for digital services staff to be directly involved. • The move away from legacy technologies provides opportunities for radical improvements to workflows in future iterations. • Allows for a route away from paper-based work practices. • Easy integration with other in-house systems such as CustomerHub and ENSYS.
DTB-00060 - Blue Badges - Platform Modernisation and Automation	Strategy & Corporate Services Directorate		●	●	●	●	<p>A modern and responsive web application for the management of Blue Badges.</p> <p>This replaces an old legacy system and facilitates enhanced efficiencies, streamlined processes, drives efficiencies and improved customer satisfaction.</p> <p>The system uses automation to integrate into the Department of Transport (DfT) portal to automatically retrieve and issue new Blue Badge applications.</p> <p>750 hours saved per annum £17,000 cashable savings on software cost</p>
DTB-00072 - Street Inspections / Asset Management - Legacy application re-platform / rewrite	Environment Directorate		●	●	●	●	<p>Provides asset management for inventory, inspection, and maintenance programme.</p> <p>This has resulted in a reduction in manual paper based processed and data duplication, along with single, central, integrated solution reduces cost over multiple systems.</p>



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							Benefits include: Single source of data, Improved Data Capture, Standardised Processes, Improved Compliance ,Streamlined Processes, Self-service Systems ,Single Record, Rationalised Systems, Improved Process Automation.
DTB-00096 - FIS Feeders (NON DTB)	Finance Directorate			●	●	●	The FIS Feeder system is an application that allows accountants to import financial data into our Oracle FIS system. Features: <ul style="list-style-type: none"> • Consumes financial data sent to the council by external companies (gas bills, electric bills, phone bills, supply teacher invoices etc.). • Consumes financial data from other council systems (e.g. Payroll, Debtors). • Allows accountants to view and edit data, and correct missing or incorrect data. • Imports data into our Oracle Financials system. • Automatic notifications to accountants in the FIS team on the status of a posted feeder file. Benefits include: Faster processing of financial information, Streamlined Processes, Rationalised Systems, Improved Process Automation. 10,464 hours saved per year



Data and research led decision making

We will modernise how we manage and share our data, embedding research and data analysis into our decision-making processes, while creating the right capability, infrastructure, resilience, and collaborations.

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DTB-00021 - Think Family Partnership data linkage	Education Social Services Directorates	●	●	●	●		<p>This project has resulted in innovative linkages between several highly complex data sets across multiple directorates. Amongst these are the EIP panel, PLASC, and social services datasets.</p> <p>Benefits include:</p> <ul style="list-style-type: none"> • Having a holistic view of families • Improving data quality • Increase take-up of Flying Start offer • Reduction in resource intensive data validation • Widening availability of data on children and young people to support decision making.
DTB-00027 - Footfall analysis dashboard	Cross Council	●	●		●	●	<p>Using door entry data to understand staff footfall in civic buildings.</p> <p>Benefits include:</p> <ul style="list-style-type: none"> • Support accommodation strategy with data and insights • Making better use of data • Trend analysis: visualisation has enabled managers to see aggregated data at click of button
DTB-00036 - Refresh of the Refuse & Recycling Rounds data and management process	Environment Directorate	●	●	●	●	●	<p>Benefits include:</p> <ul style="list-style-type: none"> • Reviewed existing data sets and joined up where possible • Supported improved data informed decision making (Online bin day finder, Missed collections etc) • Developed process for managing the information of rounds data, properties not listed, data review, and data refresh



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							<ul style="list-style-type: none"> Using a new way to manage using interactive map to show anomalies Qualitative data to inform provision of service that should reduce the volume of calls
DTB-00044 - Children open to care and support	Education Directorate		●	●	●		<p>Through this project, we have developed a research protocol, standardised datasets and visualised their metrics.</p> <p>Benefits include:</p> <ul style="list-style-type: none"> Improved research practices Better understanding of the population they are taking care of.
DTB-00047 - Data maturity assessment	Cross Council	●	●	●	●	●	<p>Data is recognised as a critical element in successful service delivery and managing it effectively has been identified as a key priority in our corporate plan. The assessment has provided a series of recommendations for advancing data maturity across Neath Port Talbot Council, with an associated action plan to deliver on these recommendations.</p> <p>We are currently moving to the next phase of this project, engaging with services identified in the assessment to understand their data improvement needs</p>
DTB-00063 – Standardisation of addresses - discovery	Cross Council	●	●	●	●	●	<p>This project researched the use of addresses across council datasets and identified which of those datasets/systems do not integrate fully with the Local Land Property Gazetteer (LLPG).</p> <p>Benefits include:</p> <ul style="list-style-type: none"> Standardised address format



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							<ul style="list-style-type: none">• Embedded a requirement for linking addresses to the LLPG/Address Base for all internal and 3rd party applications into the code of practice• Working with Council Tax and National Non-Domestic Rates teams to integrate with LLPG.



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Development and implementation of the NPT Digital Service Manual, which includes the NPT Digital Service Standards, Technology Code of Practice, Design System – along with wider ways of working	Cross Council		●	●	●	●	<p>Building on the Government Digital Service and Center for Digital Public Service Digital Service Standards, NPTC has developed a Digital Service Manual which includes Digital standards, a design system, content style guide and Technology Code of Practice.</p> <p>There is a clear emphasis on ensuring all our services are developed by putting our people at the centre of service design, with specific reference to making sure ‘everyone’ can use the services – ‘Ensure we bring the most vulnerable with us, and make sure that they have the skills, secure connectivity and devices required to fully participate in digital opportunities, ensuring no one is left behind by the changes taking place.’</p> <p>Benefits include:</p> <ul style="list-style-type: none"> • Enhanced productivity. • Consistency and better resident online experiences. • Improved code and design quality. • Better knowledge sharing. • Avoiding siloes of knowledge.
Digital services training matrix and multi-year training needs assessment plan	Digital Services	●		●	●	●	<p>Building the skillset we require now, and in the future, not only provides the council with a skilled knowledgeable workforce but works toward it WBO4 <i>“Working with our partners we create the conditions for more secure, well paid</i></p>



Our people

Our people are the most important part of this strategy. Without them we simply would not be able to deliver services to our residents, businesses, elected members, staff and visitors.

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							<i>and green work in the area and support local people into those jobs”</i>
Digital service wellness group	Digital Services			●	●	●	<p>Providing advice and guidance to the digital services teams on improve physical health, enhance mental and emotional wellbeing, foster a healthy work environment, increases employee engagement and satisfaction, and ensures knowledge of service availability.</p> <p>Sessions offered range from ‘Walk & Talk’ and ‘Time to Talk’ to ‘Stress awareness’ and ‘We are what we eat’.</p> <p>The team have held 7 sessions with an average attendance of 20 staff with very positive feedback.</p>
Career Pathways aligned to DDaT profession Framework and Target Operating Model	Digital Services	●		●	●	●	<p>To address an ongoing difficulty in recruiting into some key roles in the DDaT profession framework, Digital Services has designed career pathways, aligned to the Target Operating Model.</p> <p>These pathways start the recruitment in to the role at a lower level and provide a training, education and experience pathway linked to training plan to grow our own in-house skills into the higher grades.</p> <p>This has proven to be successful with the recruitment of 8 staff across the Division.</p>
Data Training arranged across organisation	Cross Council		●	●		●	<p>Working with Data Cymru we signed the council up to 2 fully funded data training offers – a basic one in November 23 (DataBasicCymru, basic concepts at beginner level) and a more focussed one in Feb 2024 (DataBasicCymru+).</p>



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							<p>These included training on: Getting your point across: An introduction to presenting data effectively; Understanding your information: An introduction to summary statistics; Hearing from citizens: An introduction to designing and running surveys).</p> <p>Each of these had 20 people sign up across all directorates with positive feedback received.</p>
Refresh of Digital Partners – aligning to current demand across service areas	Cross Council			●	●	●	<p>A review of the current Digital Partners has been undertaken in conjunction with the Skills and Training Digital Lead, updating the current partners and refreshing the training opportunities available to them.</p> <p>Training has been aligned to insights generated by the Digital Services Service Desk.</p>
Communities of practice for service / content design across multi-agency organisations	Digital Services		●	●	●		<p>Digital Services is embedded in an extensive professional network of local, National, and international peers, mentors, industry leaders, and partners to collaborate and share with these communities.</p> <p>There has been a concerted effort to ensure that the council benefits from the 5 key principles of community practice Networking, Learning, professional development, collaboration, and inspiration all achieved at zero or near zero cost.</p> <p>There have been a range of benefits including gaining expert advice into our cyber strategy and action plan, faster</p>



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							experience led procurement and collective process automations.
Ongoing collaboration with external organisations including WLGA, WG, CDPS, SBCD etc	Digital Services		●	●	●		In addition to the Communities of Practice mentioned above, Digital Services staff have developed strong collaborative working arrangements with a wide range of public sector organisations across Wales, where NPT are often sighted as a leading light for Digital Service delivery in local government.
Horizon scanning across emerging technologies to understand what will have an impact on service delivery	Cross Council		●	●	●		Staff across Digital Services are being given time on a weekly basis to horizon scan new and emerging technologies with a view to exploring how they can be applied to the council's ways of working.
Formalise the Policy, Process, Procedure and Guides process and management	Cross Council		●	●	●	●	Through increased compliance, we can navigate incidents & crises more effectively. Employees know where they can turn for help, enabling consistent processes & structures, improved behaviour, and performance standards. We have provided a consistent and clear response, provide an understood framework for the delegation of decision-making, and provided a means of communicating information to new staff.