



**Canolfan
Gwasanaethau
Cyhoeddus Digidol**

**Centre for Digital
Public Services**



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government

Defnyddio DDaT i wella bywydau pobl yng Nghymru

Using DDaT to improve the lives of people in Wales

Harriet Green

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Canolfan Gwasanaethau Cyhoeddus Digidol
Centre for Digital Public Services*



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POLICY AND STRATEGY

Digital strategy for Wales

How we will use digital, data and technology to improve the lives of people in Wales.

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Ministerial foreword

The term “digital” has many meanings in today’s society. It’s not just about the computers, tools and technologies that are changing all parts of our lives; it’s far bigger than that. It’s about taking a new approach.

Digital change has accelerated in recent years and now offers us a range of new tools for solving old or novel problems. In essence, digital offers the potential to make our experience of the world better: enhancing people’s lives, strengthening the delivery of public services and the work of government, as well as helping businesses to adapt to the future.

I previously chaired an expert panel for the Welsh Government to look at how we could harness the power of digital to improve public services. Our **System Reboot report** put it like this:

“ digital change isn’t just about technology, it’s about a change of culture. It’s about being open. It’s about using data to solve problems. Instead of designing services from the viewpoint of what organisations think a citizen needs, a digital approach involves designing services that meet the needs of the end user ”

The purpose of this Digital Strategy for Wales is to take a look ahead and set out a national vision for jointly adopting a digital approach across Wales. I want to ensure people in Wales experience modern and efficient public services supported by good, ethical, use of data. I want to stimulate innovation in our economy and support businesses to develop the resilience they need to succeed. I want to provide the people of Wales with the confidence they need to engage in their communities and in modern society. I want learners of all ages to have the knowledge, experience and skills to benefit from an

Sut y byddwn yn defnyddio digidol, data a thechnoleg (DDaT) i wella bywydau pobl yng Nghymru

How we will use digital, data and technology (DDaT) to improve the lives of people in Wales





Cenhadaeth 1: Gwasanaethau cyhoeddus digidol

"Darparu a moderneiddio gwasanaethau fel eu bod wedi'u dylunio o amgylch anghenion defnyddwyr a'u bod yn syml, yn ddiogel ac yn gyfleus."

Mission 1: Digital public services

"Deliver and modernise services so that they are designed around user needs and are simple, secure, and convenient."

Y bwriad yw cyflymu newidiadau beiddgar a pharhaol yn y sector cyhoeddus yng Nghymru, drwy ganolbwyntio ar ddiwylliant, prosesau a thechnoleg

To accelerate bold and lasting change in the Welsh public sector by focusing on culture, processes and technology



- Prosiectiau enghreifftiol gyda sefydliadau partner
- Hyforddiant a chefnogaeth
- Rhannu gwybodaeth ac arfer gorau
- Safonau Gwasanaeth Digidol Cymru
- Exemplar projects with partner organisations
- Training and support
- Sharing knowledge and best practice
- Digital service standards

**Yr heriau rydym yn
wynebu yng Nghymru**

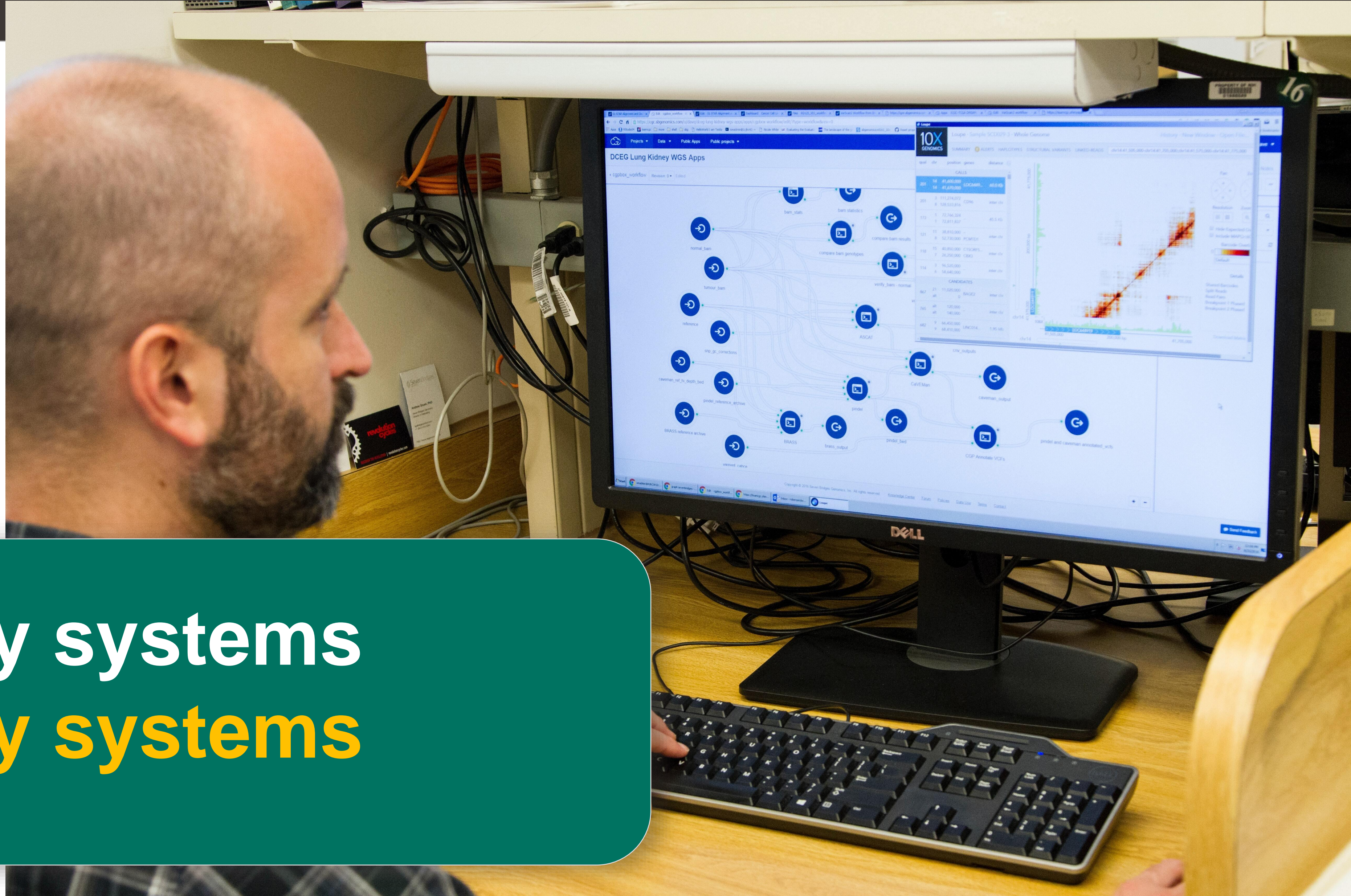
**The challenges
we face in Wales**



**Rydym yn cydnabod pwysigrwydd
diwallu anghenion defnyddwyr, ond
nid ydym yn gwneud unrhyw
ymchwil defnyddwyr**

**We recognise the importance of
meeting user need, but we don't do
any user research**





Legacy systems
Legacy systems

Cynnwys dwyieithog Bilingual content

Stop using Google for Welsh translations, council told after complaints over errors

Calls have been made for the local authority to bring translation services back in-house

NEWS By Liam Randall 16:38, 20 DEC 2018

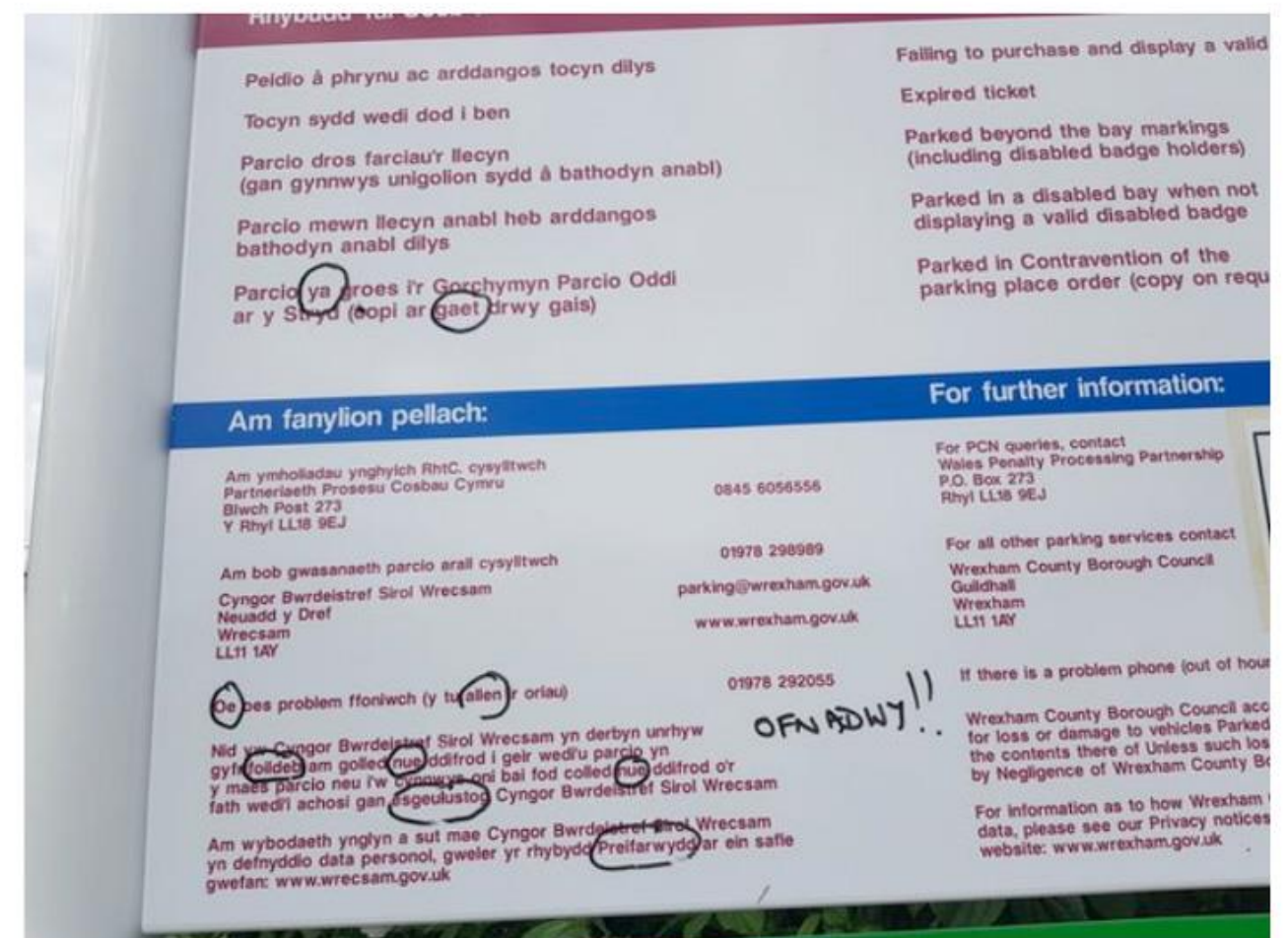
Council staff in Wrexham have been told to stop using Google for translations following complaints about Welsh spelling errors.

It has led to calls for the local authority to bring translation services back in-house following concerns over its failure to comply with Welsh language standards.

The Welsh Language Commissioner recently rebuked the council after she received 14 complaints about inaccurate Welsh signs.

A senior councillor also made an apology this year when the Public Services Ombudsman for Wales issued a damning report over repeated failures to correct Welsh errors in council tax bills.

The latest issues were highlighted by [Plaid Cymru](#) councillor Gwenfair Jones, who revealed an e-mail had been issued to staff advising them not to use the Google Translate function.

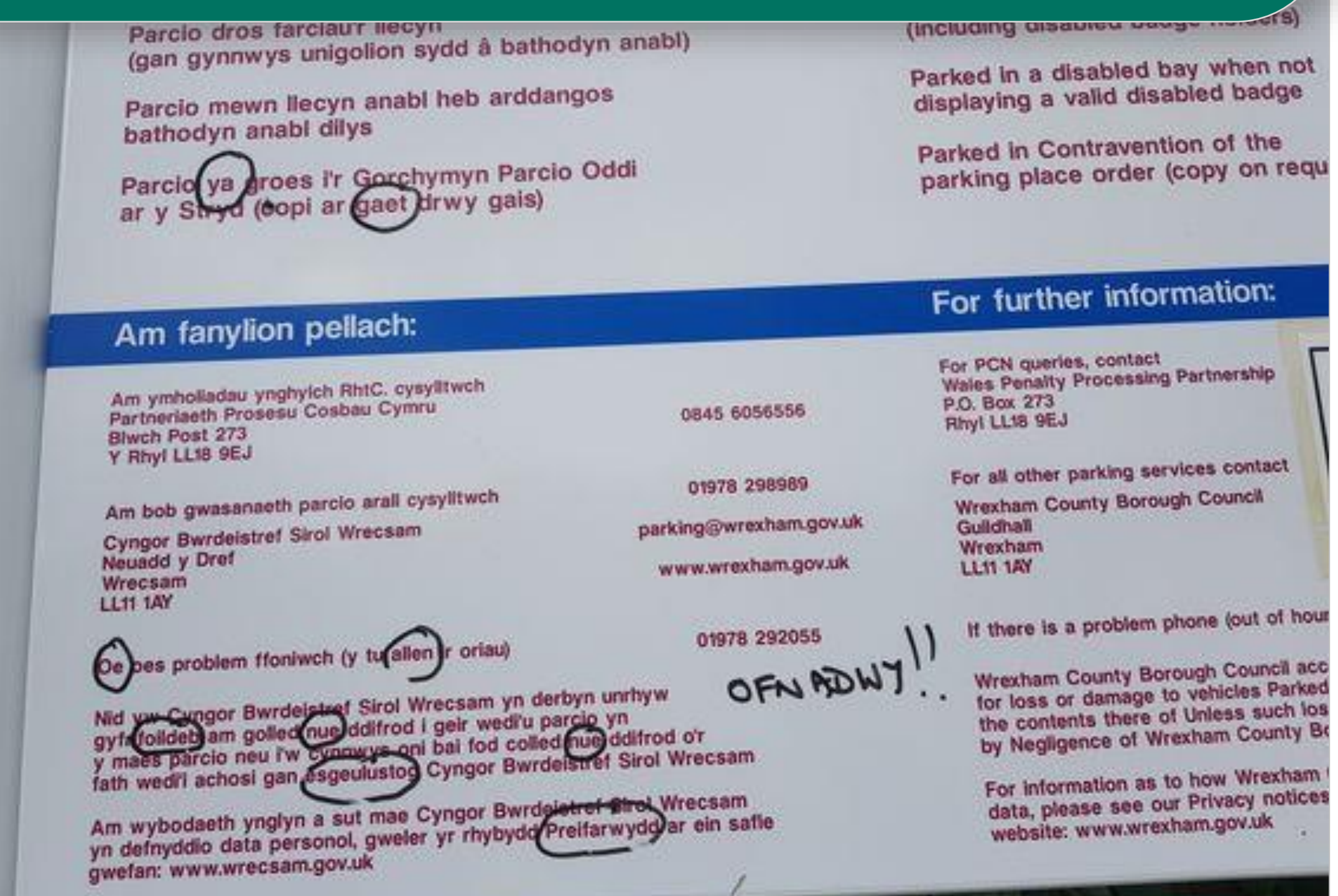


Mistakes on a sign at Alyn Waters country park in Gwersyllt

Speaking at a meeting on Wednesday, the Gwersyllt West councillor said: "I think they use Google Translate and it doesn't translate it properly.

"It does make a difference and there has been an e-mail going round recently to tell staff not to use Google Translate and to make sure it's done correctly.

"It can be frustrating for people like me who read in Welsh first and think that's not right.



Costau byw

Cost of living



Above: Fareshare Cymru. Credit: Cwmpas
Left: Credit: Baobab CIC (Patrick Olnier)



Mae tua 3 o bob 4 oedolyn yn poeni am gostau byw cynyddol ac mae lles personol dal i fod yn is na lefelau cyn-bandemig.

Around 3 in 4 adults worry about the rising cost of living and personal wellbeing is still below pre-pandemic levels.



- ONS

Mae bwlch ein cyllideb ar gyfer y flwyddyn nesaf rhwng £46-47 miliwn.

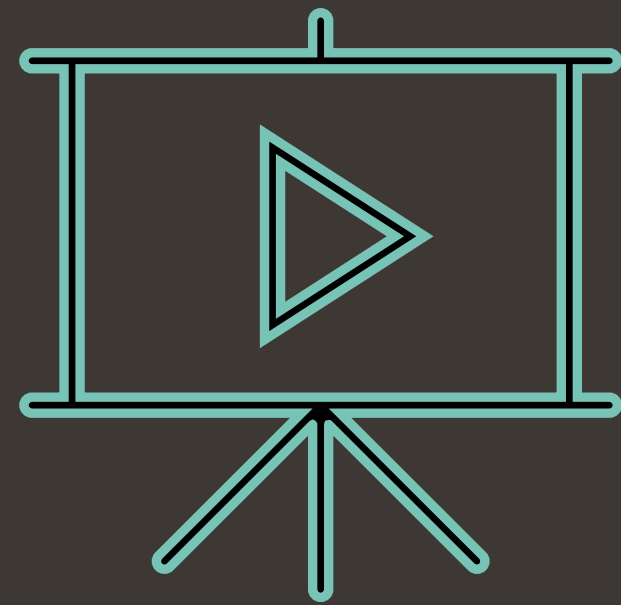
Our budget gap for next year is in the range of £46-47 million pounds.

- Cllr Andrew Morgan

[www.twitter.com/AndrewMorganRCT/
status/1577987428215840771](https://www.twitter.com/AndrewMorganRCT/status/1577987428215840771)

Chwarae fideo

Play video

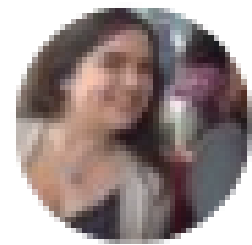


D

Ymchwil hyd yma - trosolwg lefel uchel

Research to date - high level overview

- Mae cyflawni budd-daliadau a chymorth ledled Cymru yn anghyson ac yn anhygyrch.
- Mae ymwybyddiaeth o wasanaethau a'r meini prawf cymhwysedd yn rhwystr i bobl sy'n ceisio cael mynediad at y cymorth sydd ei angen arnynt.
- Nid yw gwasanaethau wedi'u dylunio, ac nid oes ganddynt unrhyw fewnbwn dylunio sy'n canolbwyntio ar y defnyddiwr.
- Nid yw data'n cael ei rannu'n effeithiol ar draws adrannau mewnol neu gyrff y llywodraeth.
- Delivery of benefits and support across Wales is inconsistent and inaccessible.
- Awareness of services and the eligibility criteria is a barrier to people accessing the support they need.
- Services are not designed and lack any user-centred design input.
- Data is not shared effectively across internal departments or government bodies.



Emma Willis

@EmmWillis · [Follow](#)



What a day! A great day 😊 It was fantastic to see so many local authorities, together with colleagues from Welsh Gov, third sector and more working together to make Cost of Living content better for citizens. My brain is fizzing with ideas now, need some time to digest!

CDPS ✓ @cdps_cymru

Good morning, bore da.

Today we are running our first Content Design Workshop which will focus on the cost of living

Stay with us - we will be sharing key points with you throughout the day 📌



Nick Rutter @taffyschnauzer · Nov 17, 2022



Replying to [@JoannaGoodwin3](#) and [@cdps_cymru](#)

A big thank you to the [@cdps_cymru](#) [@WelshLGA](#) crew for organising. It showed how by working together we can make services more accessible and useful to residents during the cost of living crisis and beyond. I tried to listen more than talk today....honest.



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Neil Prior

@PriorNeil

Excellent #localgov @cdps_cymru session this morning on how users experience online council tax services.

With phrases like 'apply to be disregarded' we don't make this stuff easy! Any other examples of bamboozling local gov speak?



Newport City Council ✓

@NewportCouncil

We're looking to do some user research sessions based on our online council tax services with the help of @cdps_cymru. We're particularly keen to hear from residents that live alone & full-time students. Complete our form to sign up – ow.ly/s5YM50MVI7R



ALT



main 1 branch 0 tags

Go to file Code

colmjude Update README	
.github/workflows	Update publish-app.yml
application	Fix broken link to Welsh
config	Make LTT explorer only s
src	Add option for user to pi
.editorconfig	Skeleton flask app with v
.flake8	Skeleton flask app with v
	dd basic auth option fo
	.DS_Store to gitign
	ton flask app with v
	ton flask app with v
	Make target to upd
	rofile step to com
	ate README
babel.cfg	Make sure babel is also e
package.json	Add npm scripts to copy

```
Files
src
  index.js
  styles.css
  index.html
  package.json
Dependencies
Add Dependency
geojson-validation ^1.0.2 (1.0.2)
wra-frontend https://gitp...

1 {
2   "name": "flask-prototype-kit",
3   "version": "0.0.1",
4   "description": "A prototype kit written in flask",
5   "scripts": {
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7     "build:stylesheets": "npm run nps build.stylesheets",
8     "build:gel": "npm run nps build.gel",
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10    "copy:js-tiles": "copyfiles -f src/javascripts/base-t",
11    "copy:js": "npm-run-all --parallel copy:*",
12    "watch:assets": "npm run nps watch.assets",
13    "watch": "npm-run-all --parallel watch:*",
14    "nps": "nps -c ./node_modules/wra-frontend/package-sc",
15    "postinstall": "npm run copyjs && npm run nps build.g",
16  },
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18    "type": "git",
19    "url": "git+https://github.com/welsh-revenue-authorit",
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22  "license": "ISC",
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25  },
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28    "wra-frontend": "https://gitpkg.now.sh/welsh-revenue-
29  },
30  "devDependencies": {
31    "copyfiles": "^2.4.1",
```

Rhannu data

Data sharing

D

Diolch yn fawr

Thank you

Twitter: @cdps_cymru

Ebost/Email: info@digitalpublicservices.gov.wales
gwybodaeth@gwasanaethaocyhoeddusdigidol.llyw.cymru