Digital Health of community and town councils - Action Plan Summary

Recommendation	Action
Recommendation 1: Clearly defining the 'digital' requirements	Appoint a Digital Project Manager to deliver the programme.
	Develop an online repository to publish the materials developed through this action plan.
	Develop and publish digital requirements guidance.
	Review and amend the *Finance and Governance Toolkit* and *Good Councillors Guide* with links to online repository.
Recommendation 2: Welsh Language	Research digital translation tools and collate and publish 'How To' guides'.
	Develop and provide links to identify and procure translators. Develop clear guidance to identify what the requirements are *and are not*.
	Work with the sector to explore opportunities for principal councils to share translation resources with community councils, e.g. on a call-off contract basis, and provide a formal update of outcomes.
Recommendation 3: Training and Support	Update the National Training Survey to help identify extent and type of digital training needed for the sector.
	Consider and revise the digital training offer and update the National Training Strategy.
	Consider and revise existing Welsh Government training and development support funding to include digital skills.
	Develop and publish a catalogue of existing free/online training in key areas, e.g.. Office 365; Microsoft Teams.
	Research and publish available guidance on digital programmes (e.g. core Microsoft applications).

Recommendation 4: Infrastructure	Research and publish current procedures for councils purchasing IT equipment. Develop and publish guidance, to include a catalogue of tools that can be tailored to the council's size.
	Research options for councils to work in other community buildings where appropriate infrastructure is available (public sector; third sector etc). Publish guidance to repository.
	Publish information on broadband coverage and current rollout programme.
Recommendation 5: Hardware and Equipment	Develop and publish a '*How to*' guide for councils on purchasing IT equipment, appropriate to the size and aims of the council.
	Develop and publish guidance on support for purchasing and maintenance of hardware and software.
Recommendation 6: Capacity and Expertise	Research and publish options for providing IT support to community councils.
	Promote IT resilience through sharing expertise and experience of pooling resources across community councils.
	Explore opportunities for community councils to share IT support with principal councils.
	Define minimum digital IT competencies required for community council staff and include within revised job description templates.
	Conduct a digital skills audit to identify councillors that do not currently use online methods. Provide support through Digital Communities Wales to enable councillors to develop digital awareness.
Recommendation 7: Culture Change	Develop and begin delivery of a long-term communications strategy to encourage community councils to make use of digital services.

	Review partner websites (One Voice Wales; Welsh Government; Society for Local Council Clerks) used to provide information and support to community councils, to ensure they are accessible and meet the minimum digital standards required.
Recommendation 8: Good Practice	Develop a network to share experiences, resources and learning.