DiSC cymru

Partnership agreement

Working together for better digital, better social care, better lives.

disc.cymru

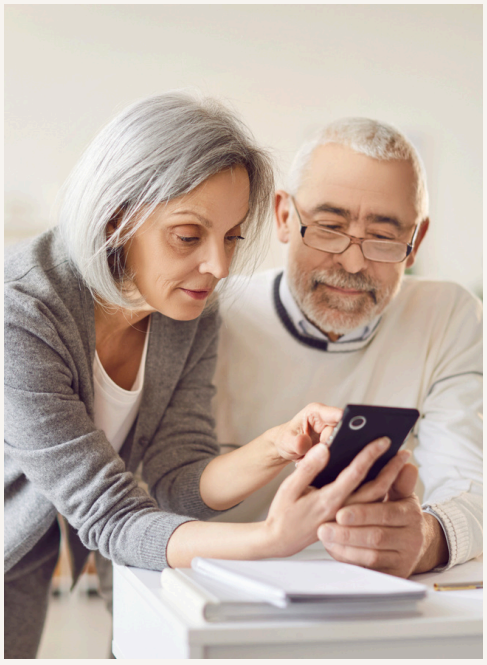
Section 1

Introduction

Digital transformation in social care is not just about technology – it's about people, culture, processes, and data.

The DiSC Cymru partnership has been established to help organisations involved in delivering or supporting social care across Wales to:

- Bring together the various elements required for effective solutions and services.
- Make sense of a highly complex and interconnected landscape.
- Identify opportunities to use digital solutions to deliver meaningful change.
- Ultimately, achieve the vision of better digital, better social care, better lives.



The journey ahead is ambitious and exciting.

The next phase of the partnership focuses on translating the momentum built so far into real action, and on delivering the programmes of work that sit under each pillar.

This partnership agreement sets out the principles, shared commitments, and ways of working for organisations participating in the DiSC Cymru partnership. It explains what being a DiSC Cymru partner means in practice, and what it offers partners.

The agreement is not legally binding. It does not create legal rights or obligations, nor does it replace statutory duties or individual organisational governance arrangements. It is a statement of intent, good faith, shared ambition, and commitment to:

- Contributing to the various projects, programmes, activities and networks contained within the DiSC Cymru partnership.
- Embracing the behaviours and values required for a successful partnership.
- Supporting outcomes that matter to those who provide and receive care across Wales.

We recognise that different organisations will be able to support the DiSC Cymru partnership in different ways, depending on their background, focus, skillset, and the type of partner they are.

We have sought to provide flexibility in the commitments set out in this partnership agreement, to allow organisations to participate as far as is reasonably practicable and appropriate, and to work towards the commitments where they are unable to currently meet them.

Section 2

Background to DiSC Cymru

DiSC Cymru began as a bold idea rooted in a simple but powerful belief: that digital could play a vital role in transforming social care in Wales.

In the early stages, the Chief Digital Officer for Local Government and the Chief Digital Officer for Health and Social Care jointly recognised the need for a unified approach to support digital transformation in the sector. This wasn't just about technology – it was about people, services, and better lives.

It was clear that we were not starting from scratch, there was already a lot going on in this space in Wales, and beyond, but organisations were finding it difficult to navigate. We wanted to develop an approach that harnessed the power of national partnership, while recognising the continued need for regional cluster and local approaches, to most effectively deliver digital solutions for social care in Wales.

The DiSC Cymru partnership was born out of a desire to bring the different pieces of the jigsaw together, understand where existing work could be shared and scaled, and collaboratively identify gaps. It aimed to bring together councils, care organisations, and national partners under one umbrella, to make digital work better for social care.

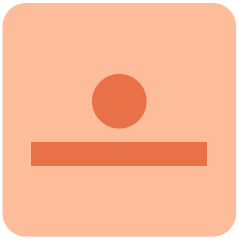
Further information on the DiSC Cymru partnership is contained in the appendix to this document.

Our pillars

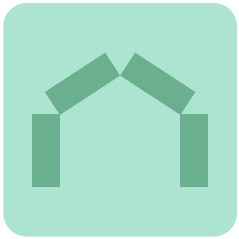
See more on page 10

Big change

Bright ideas



Brilliant basics



Building knowledge

Section 3

Partnership agreement statement

In exchange for upholding the commitments contained within this partnership agreement, you will benefit from:

- Access to potential funding that may be made available to the DiSC Cymru partnership, to undertake projects that support the outcomes of the partnership (where approved through established governance structures) and enable embedding of the partnership at a local delivery level where necessary.
- Support to secure additional funding for projects that deliver against the objectives of the DiSC Cymru partnership, including development of business cases, identifying and connecting to funding administrators, and coordination of collective approaches where relevant.
- Early visibility of and opportunity to participate in national DiSC Cymru programmes of work, including sector-led research, policy consultation, project pilots, and the procurement and development of shared digital and technology solutions where relevant.
- Access to sector intelligence regarding the context, needs and ambitions for digital in social care.
- Connection to fellow partners through invitations to participate in new and established information-sharing networks, communities of practice and other forums.
- Access to DiSC Cymru assets and resources, in Welsh and English, to support ongoing improvements for digital in social care, for example:
    - Guidelines and guidance
    - Standards
    - Templates
    - Reusable blueprints
    - Research and discovery reports
    - Maturity tools
    - Collective data summaries, trends and insights
- Collaborative knowledge sharing mechanisms for DiSC Cymru-supported projects, research, case studies, and initiatives.
- Support to coordinate related initiatives and workstreams across the sector, to maximise benefit realisation while retaining targeted local delivery and outcomes.
- Contribution to the collective national voice for digital in social care to:
    - Encourage relevant agencies to better engage with social care needs and priorities
    - Influence national policy and priorities
    - Increase equity with comparable sectors
    - Shape how future support mechanisms are designed, commissioned, and delivered

The DiSC Cymru partnership represents a commitment to achieving the following:

- Improved outcomes for people who draw on care and support, their families, and carers.
- Delivering against the aims, ambitions and principles of all relevant policy and legislation, including (but not limited to):
    - Social Services and Well-being (Wales) 2014
    - Well-being of Future Generations (Wales) Act 2015
    - Social Partnership and Public Procurement (Wales) Act 2023
    - Innovation strategy for Wales
    - Digital strategy for Wales
    - Digital and data strategy for health and social care in Wales
    - Welsh language standards and the Cymraeg 2050 strategy
- More efficient, joined-up, and person-centred social care services that include and value the contributions and perspectives of those who provide and receive care.
- Increased digital skills, confidence, and capability across the social care workforce.
- Greater innovation in service delivery that encourages creativity and the exploration of new technologies and approaches; recognising that not all initiatives will be successful and the value of 'failing fast' to quickly validate opportunities and support proven and useful pilots to be embedded and scaled across the sector.
- Enhanced data sharing and integration, supporting better decision-making and outcomes while maintaining strong data governance at local and partnership levels.
- Accessible, inclusive digital solutions that meet the needs of all users and respect people's dignity and rights through responsible use of AI, ethical procurement, data standards, environmental and other considerations.
- Reduced administrative burden, freeing up time for direct care and support.
- Stronger collaboration across the sector, including between local government, central government, health, social care, arms-length bodies, voluntary and third-sector organisations, independent providers, and private-sector organisations.
- The development of a strong, evidence-informed voice for social care, through a network of advocates and champions who can represent the interests of social care at local, regional and national levels.
- Effective use of funding and resources, avoiding duplication and maximising impact.
- Continuous improvement through shared learning, feedback, and best practice.
- A sustainable, resilient and future- ready social care sector that adapts to changing needs.

In signing up to DiSC Cymru, you commit to supporting the partnership in the following ways (or working towards achieving these, where necessary):

- Represent your organisation – and the organisations, groups, and people you support – within DiSC Cymru discussions on digital in social care, to ensure their needs, contexts and requirements are considered and addressed.
- Be open about intentions, decisions and progress against any digital or data in social care initiatives your organisation is developing, delivering, funding, or otherwise supporting, by sharing:
    - Projects outputs
    - Programme delivery timelines
    - Discovery reports
    - Case studies
    - Benefits evidence
    - Best practice and lessons learned
- Identify, share and promote relevant funding opportunities you control or are aware of across the DiSC Cymru partnership in a manner that supports competition in line with procurement legislation.
- Engage with DiSC Cymru partners at the earliest stage when considering new digital initiatives, before procurement or scoping, to reduce duplication and increase collaboration in a manner that supports competition in line with procurement legislation.
- Actively participate in DiSC Cymru-led initiatives, meetings, and projects where possible.
- Use the DiSC Cymru partner logo and associated branding and communication messages to promote your involvement in the partnership, and highlight projects that are supported by the partnership.
- Promote the DiSC Cymru partnership to other organisation in the sector and encourage them to participate and sign up as partners.
- Prioritise the safe use of technology by working towards national standards and good practice in data protection and privacy, cyber security, and information governance, and where full compliance is not yet possible, share barriers with the DiSC Cymru partnership through agreed mechanisms to support collective problem-solving.
- Commit to specific actions when raised through DiSC Cymru networks and meetings, and take responsibility for delivering against these and for sharing progress and outcomes back to the partnership through agreed mechanisms.

Governance, assurance and review

- The partnership will operate through transparent and proportionate governance arrangements as set by the DiSC Cymru Delivery Board in consultation with prospective partners.
- The DiSC Cymru Delivery Board will be responsible for approving and monitoring partners entering into the partnership agreement, and may reject proposed partners if their ambitions and activities are in conflict with those of the DiSC Cymru partnership.
- Oversight will focus on strategic alignment, delivery assurance, and outcomes rather than operational control.
- The partnership agreement will be reviewed annually to ensure it remains relevant, credible, and aligned to national priorities.
- Any partner may withdraw from the agreement by providing three months' written notice, without prejudice to existing statutory or contractual obligations.

Additional strategic and commercial arrangements

- Participation in the DiSC Cymru partnership through this partnership agreement does not create any exclusivity, commercial advantage, or procurement commitment for any party.
- Where appropriate, DiSC Cymru or individual partners may choose to enter into separate strategic, delivery, funding, or commercial agreements with one another. Any such arrangements will be:
    - Established independently of this partnership agreement.
    - Subject to their own governance, approvals, and terms.
    - Legally binding only where explicitly stated, with clear allocation of roles, responsibilities, liabilities and performance obligations and adherence to data protection legislation in terms of roles, responsibilities, liabilities and performance obligations where personal data is relevant to such agreements.
    - Aligned with relevant procurement legislation (including the Social Partnership and Public Procurement (Wales) Act) and organisational procurement policies, transparency requirements, and conflict of interest controls.
    - Supported by appropriate due diligence, risk assessments and contract management provisions to ensure responsible management of public funds.
- The existence of this partnership agreement does not oblige any partner to enter into further agreements, nor does it prevent partners from engaging in other partnerships or commercial relationships outside of DiSC Cymru.
- Nothing in this partnership agreement should be interpreted as endorsing any specific supplier, product, or service.

Declaration

Cydweithio drwy
Working together through
DiSC cymru

By adding our organisation to this partnership agreement, we confirm our commitment to the principles, values and ways of working set out above.

Organisation:	Contact name:
Signature:	Date:

Appendix 1: About DiSC Cymru

The Digital in Social Care (DiSC) Cymru partnership is a national partnership designed to help social care organisations across Wales harness the power of digital, data, and technology to improve outcomes for people who use care and support services, their families, unpaid carers, and the workforce.

Developed collaboratively by partners across the sector, DiSC Cymru provides a structured, supported environment for innovation, improvement, and transformation. It enables organisations to build digital confidence, share knowledge, and deliver services that are more effective, person-centred, and resilient.

DiSC Cymru is built around four strategic pillars:

- **Big change:** driving national sector reform and health integration, influencing policy and streamlining funding.
- **Brilliant basics:** identifying key challenges and putting the key digital building blocks in place to underpin essential data, skills and processes.
- **Bright ideas:** supporting research and innovation, and piloting new approaches that can be scaled and embedded.
- **Building knowledge:** establishing formal mechanisms to share lessons learned, best practice, and case studies to avoid duplication and accelerate progress.

The pillars are integrated and interdependent, working together to deliver our shared vision of better digital, better social care, and better lives.

The DiSC Cymru partnership is supported by a collaboration function, currently provided by the Welsh Local Government Association (WLGA). This collaboration function comprises a set of services to enable the partnership to operate effectively, including:

- SRO accountability
- Operational coordination
- Benefits realisation capture
- Comms and assets management
- Finance and admin support
- Governance administration
- Funding administration where we have access to funds
- Foundational activities such as research, discovery and baselining
- Gap analysis
- Support for business case development and funding identification for projects
- Network development and relationship building

The partnership is overseen by the DiSC Cymru Delivery Board, which brings together senior representatives from social care organisations and supporting bodies to facilitate the ongoing management of the DiSC Cymru partnership, and delivery of associated activities.

The DiSC Cymru Delivery Board is overseen by the National Digital, Data and Technology (DDaT) Leadership Board for Health and Social Care and will report progress, outcomes, risks, issues and blockers to this board as appropriate. This will help maintain visibility and alignment across the health and social care sectors, supporting integration and collaboration.

Discussions are ongoing regarding securing support from a Cabinet Secretary and / or Minister, and governance and reporting requirements will be updated as and when further details are confirmed.

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