

Briefing Notes

How can we elevate the proficiency of the Board to be able positively impact data and digital transformation?



Monday 16 October 2023

Introduction

Steve Dungworth, Director and Digital Advisor at Golden Marzipan, led the session to explain what Boards need to know about data and data governance including how to elevate the proficiency of the Board to be able to positively impact data and digital transformation across the organisation for a more human-centred application.

Concerns of Board Members:

- Board Members were cautious not to be too quick to embrace technology and self-service options for fear that face-to-face methods would be lost.
 - Residents have made it clear that they still want personal contact.
 - The digital divide is not necessarily young vs old; some vulnerable customers prefer technology because they find it difficult to talk to people face to face.
- Some Board Members were unclear where the line was between the role of Executives and the role of Board Members in terms of determining data integrity.
- Board Members were concerned about how to utilise data well.
 - More investment in technology and collection of more data does not equal assurance.
 - Board members need to understand what data is being collected and how this links to decision making, reporting and performance.

- Board Members were concerned that technology companies sometimes have a monopoly over smaller associations given the expense and disruption that occurs to transfer to another company. Because of this, technology companies don't always have an incentive to improve their systems.

Things to learn from NHS & Social Care:

- Board Members could ask Executives to put together an assurance report on data quality. This would highlight whether data quality is an issue or not.
- Board Members should look to make data skills, understanding and knowledge part of the evaluation criteria when it comes to recruitment (of staff and Board Members).
- Having the right professional expertise will mean that a culture of data can underpin an organisation.
- Board Members ought to think about an assurance framework; assurances don't just come from one place in one meeting. Utilise the Committees to do some of the heavy lifting (audits etc)

Next session

How can we elevate the proficiency of the Board to be able positively impact data and digital transformation?

In our recent compensation benchmarking report for the Housing sector, we at Nurole have tried to give greater transparency on remuneration across the sector, to help boards understand how candidates might perceive roles and vacancies. In this session we will talk about our findings and learnings from creating the report, as well as our reflections on compensation and adverts from other, parallel sectors, where candidates may also be considering roles.

Speakers: Edward Elliot, Public Sector Lead at Nurole and Samuel Ellis, Head of Real Estate at Nurole

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