

Organisational response

Report title: Digital Strategy Review – Monmouthshire County Council

Completion date: May 2024

Document reference: Final

| Ref | Recommendation | Organisational response Please set out here relevant commentary on the planned actions in response to the recommendations | Completion date Please set out by when the planned actions will be complete | Responsible officer (title) |
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| R1 | <p>Strengthening the Council's strategic approach to digital</p> <ul style="list-style-type: none"> To ensure the Council makes the best use of digital technology to secure value for money in the use of its resources the Council should develop and clearly articulate a strategic approach to digital. In developing its approach it should act in accordance with the sustainable development principle. | <p>The development of a digital strategy had been in train upon the commencement of the audit review and had been discussed ahead of and through the audit process. This work remains ongoing and as part of a wider development of enabling strategies and the opportunities to better align and prioritise efforts that allows the Council's ambitions to be met in so far as digital and data are concerned.</p> <p>Develop an updated Digital and Data Strategy for the Council.</p> | July 2024 | Deputy Chief Executive |
| R2 | <p>Arrangements for monitoring and review</p> <ul style="list-style-type: none"> To ensure it better understand the impact of its digital strategy and progress in delivering it over the short, medium, and long-term the Council should strengthen its arrangements for monitoring and reviewing the delivery of the strategy. | <p>Monitoring and evaluation of outcomes will be important to the strategy. At an operational level this is already in place and with respect to existing digital projects that feature within the already well-established digital roadmap and forward plan.</p> <p>Develop an updated Digital and Data Strategy for the Council, including the arrangements for monitoring and review.</p> | July 2024 | Deputy Chief Executive |
| R3 | <p>Strengthening engagement opportunities</p> <ul style="list-style-type: none"> To help ensure that its resources are effectively targeted the Council should | <p>The user centred design principles are embedded into the project methodology and approach already in place. This ensures that customers and user engagement and feedback</p> | | |

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| | strengthen engagement with the full diversity of those with an interest in the delivery of its strategic approach to digital. | is factored into individual digital project delivery. Complete engagement with key stakeholders to inform the development of the digital and data strategy. | July 2024 | Deputy Chief Executive |
| R4 | <p>Working Collaboratively</p> <ul style="list-style-type: none"> To help ensure that the Council identifies all opportunities to improve value for money in its strategic approach to digital strategy the Council should map out all potential collaborative opportunities to deliver its next digital strategy. | <p>In developing and delivering our digital and data strategy we will continue to ensure that strategic intent and programmes of work are suitably aligned to meet our digital and data needs, including potential collaborative opportunities.</p> <p>The Council already works collaboratively through the long-standing arrangements with the Shared Resource Service (SRS) and its partnering local authorities. Embedded within the SRS governance arrangements is a Business & Collaboration Board that allows for collaborative opportunities to be identified and taken forward. Furthermore already well established arrangements are in place to work collaboratively through the WLGA and Welsh Government's CDPS (Centre for Digital Public Services) along with wider networks that allow for collaboration and sharing of best and next practice (e.g. SOCITM).</p> | <p>July 2024 – development of strategy</p> <p>Review of collaborative opportunities as part of delivery of the strategy.</p> | Deputy Chief Executive |