

Organisational response

Report title: Digital Strategy Review

Completion date: October 2023

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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)
R1	<p>When the Council conducts future reviews of its digital strategy, to help ensure it learns from the reviews and shares this learning widely the Council should:</p> <ol style="list-style-type: none"> a. determine if it had sufficient and appropriate information at the outset to determine the value and benefits of delivering the strategy overall and individual digital projects; b. assess whether digital projects were delivered on time, to cost with perceived benefits being realised and identify any barriers preventing successful delivery of projects; c. review the timeliness of its monitoring and reporting of progress to assess if emerging risks and issues were highlighted earlier enough for officers to deliver mitigating actions; and 	<p>The Council will undertake a review from 2027 onwards as a new revised Digital Strategy will be underway. This work will comprise:</p> <ul style="list-style-type: none"> • A review of whether the external environment analysis proved to be the anticipated trajectory and what that means for any new strategy. The review will also determine if the Council had sufficient and appropriate information at the outset to determine the value and benefits of delivering the strategy overall and individual digital projects • Feedback from internal and external stakeholders on the 2023-28 strategy and its delivery • Analysis from the 2023-28 end of programme review and report. This will document how the programme has performed with regard to cost, benefits, risks, resources, and any barriers preventing successful delivery • Review of the effectiveness of the 2023-28 governance arrangements to ensure they effectively supported delivery, including the timeliness of monitoring and reporting of progress to assess if emerging risks and issues were highlighted earlier enough for officers to deliver mitigating actions. 	<p>The review will begin in 2027 and complete by 2028 in order to inform the new Digital Strategy from 2028 onwards. This timescale allows for the review and final approval of the new strategy through Cabinet.</p>	<p>Head of Digital & Customer Services</p>

- d. review the effectiveness of the governance arrangements for its digital strategy to ensure they effectively support its delivery.