# Organisational response

**Report title:** Digital Strategy Review – Flintshire County Council

**Completion date: February 2024**

**Document reference:** To be issued by Publishing Team

| Ref | Recommendation | Organisational response<br>Please set out here relevant commentary on the planned actions in response to the recommendations | Completion date<br>Please set out by when the planned actions will be complete | Responsible officer (title) |
|------|----------------|---------------------------------------------------------|-------------------------------|-----------------------------|
| **R1** | **Approach to collaboration**<br>To ensure that it identifies opportunities to improve the value for money of its strategic approach to digital the Council should map out the organisations it could collaborate with in delivering its digital strategy and assess the potential benefits of opportunities it identifies | ACTION - The council intends to produce a map of its current partners and other organisations it may be able to partner with specifically in achieving the aims of delivering it's Digital Strategy.<br><br>This map will outline benefits of working with these organisations and will be shared corporately. | November 2024 | Theme Lead for Partnerships |

| R2 | **Understanding the resource implications of its digital strategy** <br><br> To help ensure its next digital strategy is deliverable and to be able to monitor the value for money of its strategic approach the Council should identify the medium and long-term resource implications of delivering its strategy. | ACTION – The Council will make changes to its business case process for Digital initiatives to ensure that it is able to better identify value for money and resource implications. <br><br> ACTION – The Council will undertake a review of the information gathered in recommendations two, three and four to inform the next iteration of the Council's Digital Strategy in 2026. | August 2024 <br><br><br><br><br><br> April 2026 | IT Business Partnerships, Digital Strategy Project Manager <br><br><br><br> Digital Strategy Theme Leads |
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| R3 | **Identifying and monitoring intended savings** <br><br> To help monitor the extent to which digital projects and its overall strategic approach to digital are providing value for money the Council should identify potential savings associated with digital projects and monitor the extent to which these are achieved. | ACTION – Greater level of challenge around identifying intended savings at the Digital Strategy Board. <br><br> ACTION – The Council will ensure that potential savings within projects are robustly identified within the business case process. The Council will make amendments to the current Digital Strategy Business Case template to facilitate this. <br><br> ACTION – Monitoring which is undertaken throughout projects in relation to value for money and savings will be reported to the Digital Strategy Board. Documents and report templates will be amended to include the ability to report on both performance targets and savings targets. <br><br> ACTION – The Council will review completed projects at Digital Strategy Board using a closure report template which outlines lessons learned. | August 2024 <br><br><br> August 2024 <br><br><br><br><br><br> August 2024 <br><br><br><br><br><br><br> September 2024 | Digital Strategy Board <br><br><br> Digital Strategy Board, IT Business Partnerships, Digital Strategy Project Manager <br><br> IT Business Partnerships, Digital Strategy Theme Leads, Digital Strategy Project Manager <br><br> Project Sponsor |

| R4 | **Assessing and monitoring impact**<br><br>To better understand the overall impact of its digital strategy and monitor value for money, the Council should strengthen arrangements for measuring the effectiveness and impact of digital projects and its overall strategic approach. | ACTION – The Council will devise and implement standardised project planning / objective documentation in addition to review and closure report documents to be used across all Digital Strategy projects. Report documents will assess budget, savings, customer satisfaction, impact and performance. | September 2024 | IT Business Partnerships, Digital Strategy Project Manager |