

Organisational response

Report title: Digital Strategy Review

Council: Denbighshire County Council

Completion date: January 2024

Document reference:

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>Strengthening the evidence base</p> <p>To help ensure that its next digital strategy is well informed, the Council should draw on a wider evidence base, that includes:</p> <ul style="list-style-type: none"> Involving residents to understand their needs and the potential barriers they face accessing and using digital technology; and 	<p>It is acknowledged the evidence-based information informing the existing strategy is unclear, which will be rectified in the design and development of the new strategy, with this information included in the strategy document's introduction or appendix.</p>	<p>December 2025 (for the new strategy to be in place)</p>	<p>Barry Eaton (Chief Digital Officer)</p>

	<ul style="list-style-type: none"> Using a range of external data sources. <p>The Council may find our audit criteria for Questions 1.1 and 1.2 in Appendix 1 helpful in considering this recommendation.</p>	<p>The existing Digital Strategy for the Council runs until 2025. The focus of this will be 'Digital for the Council' and with this in mind our customers will primarily be internal service areas. To understand their needs and barriers, a survey or workshop will be conducted.</p>	<p>December 2025 (for the new strategy to be in place)</p>	<p>Barry Eaton (Chief Digital Officer)</p>
<p>R2</p>	<p>Partnership arrangements and collaboration</p> <p>To help ensure the Council identifies all potential opportunities to improve the value for money and impact of its strategic approach through partnership working the Council should:</p> <ul style="list-style-type: none"> identify potential organisations it could work in partnership with; where it enters into partnership arrangements, develops arrangements to assess and monitor their value for money 	<p>Partnership working is crucial. We have partnerships in place already including joint procurement with other local authorities sub-regionally, regionally, and pan-Wales. We assess the business case for any joint procurement before entering into arrangements.</p> <p>We also work in collaboration with the North Wales Economic Ambition Board, and partnerships in WARP Cybersecurity and other joint initiatives across Wales including SOCITM and WLGA Digital. The NWEAB work is subject to 5 case business case process. The partnerships in WARP etc are more informal networks and information sharing arrangements.</p> <p>Whilst we are open to any new partnership opportunities, we feel we have identified and are already active in relevant and positive partnership arrangements</p>	<p>N/A</p>	<p>N/A</p>

<p>R3</p>	<p>Costing and resourcing the strategy</p> <p>To help ensure that its digital strategy is deliverable and that the Council's ambitions are aligned with available resources the Council should fully cost the activity needed to deliver it.</p>	<p>Costing of projects are done on a project-by-project basis.</p> <p>High level costings will be provided in next strategy.</p> <p>However, please note: budgets set year on year, so the Council won't be able to get commitment for delivery of 5-year strategy upfront.</p> <p>Bidding in via the annual capital bloc allocation process will also be explored.</p> <p>The Council will look externally for grant funding e.g., for implementing school-based projects, corporate ICT/Digital doesn't historically benefit from grants.</p>	<p>December 2025 (for the new strategy to be in place)</p> <p>November annually</p> <p>Ongoing</p>	<p>Barry Eaton (Chief Digital Officer)</p> <p>Barry Eaton (Chief Digital Officer)</p> <p>Barry Eaton (Chief Digital Officer)</p>
<p>R4</p>	<p>Arrangements for monitoring value for money and impact</p> <p>To better understand the impact and value for money of digital projects and the digital strategy the Council should develop a framework for assessing the value for money of digital projects and its overall strategic approach, including the extent to which planned savings are realised</p>	<p>The Council's performance management system Verto has been updated to include a section on the Business Case justification to demonstrate value for money and this is linked to the corporate plan.</p> <p>Additionally, within the closure report as well as being a section on costs whereby you can record the on-going costs there is a cashable benefits section whereby the savings can be detailed. So, these can be recorded for the project.</p>	<p>N/A- completed</p> <p>N/A- completed</p>	<p>Jo Douglass (Lead Project Manager)</p> <p>Jo Douglass (Lead Project Manager)</p>