

## Organisational response

**Report title:** Digital Strategy Review

**Council:** Carmarthenshire County Council

**Completion date:** July 2023

**Document reference:** 3671A2023

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><b>Involvement with stakeholders</b></p> <p>To better understand the needs of citizens and the potential barriers to them using digital technology, the Council should involve citizens directly with their digital strategy.</p>	<p><b>1. For the first time, we will undertake a public consultation to involve residents and businesses in the development of our 'Digital Strategy for Carmarthenshire 2024-2027'.</b></p>	December 2023	Gareth Jones

		<p>2. We will utilise feedback from a range of other public consultations i.e., the residents survey, to align our digital strategy to the needs of our residents and businesses.</p> <p>3. As part of our annual review of our Digital strategy, we will undertake further engagement and consultation to better understand the needs of residents and businesses on an ongoing basis.</p>	<p>December 2023 initially, with ongoing consideration of wider consultations as they are undertaken.</p> <p>March 2025 initially, annually thereafter.</p>	<p>Gareth Jones</p> <p>Gareth Jones</p>
R2	<p><b>Aligning the digital strategy with other public bodies</b></p> <p>To avoid duplication and identify opportunities to deliver multiple benefits, the Council should ensure the digital strategy aligns with the wider public sector. To help achieve this, the Council should clarify how it contributes to the Seven National Well-being Goals and how it impacts on the well-being objectives of other public bodies.</p>	<p>1. We will clarify and define in our new 'Digital Strategy for Carmarthenshire 2024-2027' how we contribute and align to our 4 local Well-being Objectives which in-turn align to the Seven National Well-being Goals.</p> <p>Well-being Objective 1 - Enabling our children and young people to have the best possible start in life (Start Well)</p> <p>Well-being Objective 2 - Enabling our residents to live and age well (Live &amp; Age Well)</p> <p>Well-being Objective 3 - Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Communities)</p>	March 2024	Gareth Jones

		<p>Well-being Objective 4 - To further modernise and develop as a resilient and efficient Council (Our Council)</p> <p><b>2. We will utilise Public Service Board and Swansea Bay City deal regional forums to engage and consider opportunities for wider collaboration with public sector partners and avoid duplication.</b></p>	<p>March 2024</p>	<p>Gareth Jones</p>
R3	<p><b>Approach to collaboration</b></p> <p>To strengthen its arrangements to secure effectiveness, efficiency and economy through partnership working in delivering its digital strategy, the Council should:</p> <ul style="list-style-type: none"> <li>map out which organisations it needs to work with;</li> <li>assess the best opportunities to deliver more joined-up services and secure potential savings through collaboration; and</li> <li>develop a method of assessing its partnerships.</li> </ul>	<p><b>1. We will undertake a stakeholder mapping exercise to identify and prioritise the organisations we need to work with, and identify opportunities for greater collaboration, during the development of our new digital strategy.</b></p> <p><b>2. We will review and assess the effectiveness of those partnerships on an annual basis, as part of wider benefits monitoring.</b></p>	<p>January 2024</p> <p>Annually</p>	<p>Gareth Jones</p> <p>Gareth Jones</p>

R4

**Monitoring benefits**

To better understand the impact of its digital approach, monitor value for money, and assess if identified benefits have been realised, the Council should:

- develop a way to capture the outcomes from digital projects; and
- develop arrangements for identifying and sharing lessons learned from digital projects.

1. **We will complete an annual report as part of the overall governance arrangements for our corporate transformation programme. This will include an overview of progress in implementing priorities and projects, a post evaluation of the delivery process and outcomes achieved using data and measures where appropriate; including lessons learned.**

**1<sup>st</sup> Annual Report - May 2024.**

**Transformation Board**