

Organisational response

Report title: Digital Strategy Review- City of Cardiff Council

Completion date: November 2023]

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)
R1	<p>Strengthening the evidence base</p> <p>To help ensure that its next digital strategy is well informed and that its resources are effectively targeted, in developing its strategy the Council should draw on evidence from a wider range of sources, including greater involvement of stakeholders with an interest in the digital strategy.</p>	<p>In the development of the next digital strategy Cardiff will be completing the following activities</p> <ul style="list-style-type: none"> • Engaging through consultation with internal stakeholders to identify digital activities planned or taking place to identify the following: <ul style="list-style-type: none"> ○ Drivers for change – Efficiency, Process improvements or better outcomes for citizens. ○ Current and planned resource levels with associated funding ○ What additional support would be required – training, project management, data collection and analysis etc • The organisation will continue its work in engaging with Citizens to help shape the strategy’s priorities: <ul style="list-style-type: none"> ○ Analyse the feedback from the latest “Digital” survey to understand the current habits and expectations from Citizens ○ Use the Digital Exclusion Risk Index to help identify where citizen may need the greatest assistance to access the digital offer ○ Consult with the City on the proposals in the new strategy to ensure that it will meets the needs of the city and deliver value. 	24/25	Isabelle Bignall Chief Digital Officer

		<p>Identifying resource implications</p> <p>To help ensure that its next digital strategy is deliverable and to help monitor value for money the Council should identify the short and long-term resource implications of delivering it together with any intended efficiency savings.</p>		
R2	<p>Identifying resource implications</p> <p>To help ensure that its next digital strategy is deliverable and to help monitor value for money the Council should identify the short and long-term resource implications of delivering it together with any intended efficiency savings.</p>	<p>Once the internal consultation is completed Cardiff will be better placed to identify the basis for its digital activities. We will identify what resources are currently in place, the cost of these roles and skills associated. We will look to formalise the training plans for staff to ensure they are sufficiently competent in delivering digital projects both through extending agile training but also leaning on DDaT roles and skills base to ensure suitably skilled staff are employed.</p> <p>Plans will be monitored financially over the short and long term to ensure efficiency savings as a result of the work are measured and checked against the business cases upon which they are based.</p> <p>A digital leads network will be created to ensure that any opportunities to share resources and skills are maximised.</p>	24/25	Isabelle Bignall Chief Digital Officer
R3	<p>Arrangements to improve corporate oversight.</p>	<p>Once information gathering through directorates is complete the activities will be mapped and</p>	24/25	Isabelle Bignall

To enable better corporate oversight and assessment of value for money from its next digital strategy, the Council should strengthen its arrangements for monitoring both progress in delivering the strategy and its overall impact over the short, medium and longer term.

tracked. Updates on progress will be reviewed through the existing Digital Board structure using the existing Portfolio, Programme and Project management database within the organisation.

Projects will be reviewed for their measures of success both against achievability and to ensure that they are delivering within the expected timeframes.

**Chief Digital
Officer**