

Organisational response

Report title: Digital Strategy Review – Merthyr Tydfil County Borough Council

Completion date: 22nd January 2024

Document reference: TBD

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>The Council needs to develop its strategic approach to digital, to act in accordance with the sustainable development principle in the process of designing and delivering it, and to develop monitoring and evaluation arrangements for it.</p>	<p>To address this recommendation appropriately, MTCBC has developed separate sections (see below) to provide a robust response. As with all our strategic documents, we use the sustainable development principle. We have used the five ways of working as themes for our planning and response (see below).</p> <p>We will take a phased and SMART (Specific; Measurable; Achievable; Realistic; Time bound) approach to the development of the strategy, with each phase building on and being informed by the last. We have set up a working group (led by the Chief Executive) supported by officers from across relevant services. This will be widened as required.</p> <p>We will build on Recovery, Transformation and Improvement (RTI) Plan for example the digital transformation work-stream. This strategy is the natural progression following delivery of the RTI Plan.</p> <p>We will focus on the governance surrounding the strategy. This includes during the development and go live. It is envisaged that the delivery will report to the corporate wellbeing board with a sub-group dealing with day-to-day issues.</p>		

We will engage with scrutiny as a critical friend but also to include their role as public voice.

We will undertake desktop exercises to establish any feedback and where to target further engagement. In the design and development phases we want to understand current issues and if digital or data solutions can be put in place. We want to put clear success criteria in place to evaluate if the strategy is fit for purpose, answering the 'so what' question.

Key actions:

Set up working group and develop outline approach.

December 2023

CEO & Project Support Officer

Engage with scrutiny for critical friend challenge of the approach and to gather public voice (this will supplement any previous or future public engagement).

January 2024

CEO & Project Support Officer

Finalise phase 1 (design and development), this includes desktop exercises (especially regarding public and service feedback) and data maturity exercise.

June 2024

CEO & Working Group Officers

Use resource information as part of the budget setting process.

April 2024

Section 151 Officer

Undertake targeted engagement if required.

April 2024

Communications Officer

Set clear objectives to meet the need alongside themes/work-streams for delivery.

July 2024

CEO

	<p>Develop and implement a matrix to prioritise initiatives.</p> <p>Phase two - Strategy draft and testing.</p> <p>Phase three – Strategy approval and launch (including governance arrangements).</p> <p>Our plan to deliver the strategy will consider the following:</p> <p>Involvement – We will involve stakeholders in the design and development of the strategy as required. This could take various forms depending on the need of the outcome. Our scrutiny members will have the opportunity to be critical friends but also input public voice.</p> <p>Integration – We will integrate the strategy with other key strategic documents, e.g. corporate wellbeing plan. Digital transformation forms part of the Councils self-assessment report.</p> <p>Collaboration – We will work across the Council to design and develop a digital and data strategy that best meets the need. We will prioritise initiatives which will include how we can work together to get an effective, efficient and economic outcome. These could be invest-to-save opportunities, changes to meet new</p>	<p>July 2024</p> <p>September 2024</p> <p>November 2024</p>	<p>Working Group Officers</p> <p>CEO & Working Group Officers</p> <p>Council, CEO and Working Group Officers</p>
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legislation, streamline processes, etc. The detail will be developed through the phases of the programme.

Prevention – We will align the strategy with Welsh Government strategies and utilise external funding where possible. This will prevent further stresses on our internal budget and prevent any duplication or misalignment with national strategies.

Long term – we will consider how the strategy can support the Council by including horizon scanning. This will help how the strategy supports the 15-year economic vision for example.