

Tickenham Parish Council assessment of North Somerset Council Digital Strategy 2021 - 2024

Page 1. Found the Executive Summary almost useless as it provides only vague information on your aims for the strategy and no information about how you will achieve them. This is perhaps not surprising as the entire strategy provides little information about how you will achieve your aims, which are vague and nebulous.

Page 2. Similar comment

Page 3. No information about what you intend to do.

Page 5.

- i. Need more information about digital signposting - what exactly are the steps and standards you will meet to achieve good digital signposting?
- ii. Your strategy states: NSC council officers and members will have access to continuously improving technology. How will you know you are achieving this aim?

Page 6.

- i. 2. We will develop and improve our services in this dynamic environment. How? What measures will you put in place and how will you monitor this?
- ii. 5. We will work in partnership to achieve our ambitions. This is gobbledegook. What do you intend to do?

Page 9.

- i. We assume that Desired Outcomes should not be bullet pointed.
- ii. The council has developed strong digital leadership within the organisation. Do not understand what this means.

Page 11. Provide a link to the Technology Enabled Care Strategy (TEC) – where is this?

Page 12. Provide a link to the Innovation hub – what is this?

Page 13. Are the items listed things that have already occurred or targets - this is not clear?

Page 14. But surely your strategy should look at these achievements and state whether you will improve these successes (or not) and how long you will take to undertake the selected improvements.

Page 15.

- i. What are your targets within this strategy? Well done for past successes but this strategy should be about what you intend to do and by when, which it sadly does not cover.
- ii. Feedback – good examples provided, but what are the next steps to improve on these?
- iii. The spelling of WhatsApp – it is actually spelt WhatsApp.

Page 16.

- i. We do not understand what you have achieved to date from this slide. Are all of these items shown 100% completed because that is what is implied? Where is the detail?
- ii. What are the benefits, costs and savings achieved with all these specified achievements?

Page 17.

- i. ...The detailed strategy will..... Surely you mean the detailed implementation plan that will be generated from this digital strategy - or are we reading a "rough" strategy that you will supersede?
- ii. This page finally explains there will be a more detailed action plan. Our assumption is this will be a milestone timeline from 2021 to 2024 on what they are planning on delivering and what are the priorities? However, when is the council's annual business planning framework? No dates provided in this document.

Tickenham Parish Council assessment of North Somerset Council Digital Strategy 2021 - 2024

General comments:

- i. *General comment on the consultation process: We are concerned that only 2 weeks, in middle of the Summer Break holiday period, have been allowed for this most important piece of work. We are not sure you really want to consult with us as given the length of time for the consultation and its timing relative to holiday periods, we feel you are only going through the motions.*
- ii. *The document is purely a summary document and provides no real facts on what North Somerset Council will do practically. It is at such a high level, that it is impossible to understand what and how they are going to achieve this strategy (i.e. where are the links to the individual strategies as per the model on slide 7).*
- iii. *Where is your strategy for stopping the paper printing of emails (this would also tick a box in the Climate Change box)?*
- iv. *Where is your strategy for the standardising the filing and recall of digital information across all of North Somerset Council, together with proposals for the longevity of storage of this information?*
- v. *What is your strategy for digital meetings, now and in the future?*
- vi. *What is your strategy for training your staff (and others) in the policies that should emanate from this strategy?*
- vii. *In general, where are your targets and associated dates for achieving them within your Digital Strategy because we cannot see any.*
- viii. *Acronyms – suggest a glossary in the appendix for a definition of all acronyms used in this document. Not having a Glossary undermines the reading of the document. A Glossary will aid a better understanding for all North Somerset Council audiences.*