The actions as agreed at the previous public meetings of the Committee are set out below. The Committee is requested to note the responses to the actions.

Action no	Date of meeting	Agenda item	Action	Lead	Response
1	9 November 2023	7. Digital Transformation Strategy Update	Future reporting about the delivery of the Digital Transformation Strategy should include: • a breakdown of 'business as usual' expenditure showing the attribution between supporting existing IT systems and transformation; and • key performance indicators (KPIs) measuring user experience and wider benefits of investment supported by the work of the Change and Benefits Forum.	Head of IT and Digital Transformation/ Head of Business Change	An analysis of 2023-24 IT spend broken down into run/grow/transform headings will be provided as part of the next annual progress report on the Digital Transformation Strategy. As these headings are not recorded in the management accounts, a degree of estimation will be necessary. User experience metrics are not currently captured within the HCPC's existing online services. Mechanisms for capturing such data will be included within the requirements for the proposed 'My Registration' and omnichannel customer contact solutions. Other mechanisms for capturing user feedback, including through focus groups and social media listening, are being considered as part of the communications strategy, and will help to inform future digital solutions. Wider benefits of investment will be tracked and reported through the major investment programme.