

# Digital Council

Digital Services Scrutiny Panel

13<sup>th</sup> October 2016

## Digital Council

### Presentation structure

- Re-cap; what is the 'Digital Council' – definition and scope
- The emerging vision for digital council
- Areas to consider – where we have options, focussing on;
  - the way we work (Officers and Councillors)
  - working with others
  - data management & exploitation
  - how we transform/positive 'disruption'
- Questions and discussion

### Objective

- To explore in more depth some of the more cutting edge approaches and to seek the Panel's views on these fit with a vision for 21<sup>st</sup> century Ealing Council

## Digital Council

### Definition – What is ‘Digital Council’? A recap

- One of the three themes of LBE Digital thinking – what does the digital age mean for the organisation?
- Digital Council is ‘Best use of technology & data to fulfil our organisational functions’
- Scope:
  - Using data
  - The way we work (both Officers and Councillors)
  - The way we interact with partners
  - Transformation & positive ‘disruption’

## Digital Council

### The emerging draft vision of a Digital Council

“Staff will be enabled through culture, information and technology to provide a world class connected service to all Ealing residents and businesses. Joined up data and the customer experience will guide the way we do business and we will have an open by default approach to data”

#### • Principles

- We will develop the digital skills and confidence of our workforce
- Every digital interaction will be safe, secure and appropriate
- We will have an open by default approach to data
- We will put digital and the customer at the centre of any service re-design
- We will turn data into intelligence, sharing internally and with partners to improve experience and outcomes

## Digital Council

### LBE – the way we work - Officers

- Mobile & flexible working

- going deeper, possibly totally mobile/home based – using people around the UK. It changes our staff sourcing and gives options.
- Mobile working with right tools/data can change the way we do work, patch based and instant
- Likely raises morale and productivity if handled well.
- A challenge for managers as need to evolve style of management.

- Collaboration

- working together in a way which is not structured around office meetings and silo's of specialism
- Skype meetings with special tech in meeting rooms for many people
- Webinars for information giving & forum such as Yammer for open conversations
- Instant feedback tools (no historical surveys)
- Instant Messaging (not e-mail)

## Digital Council

### **LBE – the way we work – Councillors & Democracy**

How might digital make the role more effective? Give opportunity for greater democratic engagement? Reaching more of the citizens of Ealing?

- Moving away from paper based meetings
  - E-agendas and packs for statutory meetings accessed via tablets
- Mobile & flexible working
  - Able to access information/communications on the move
  - Skype surgeries
  - Webinars rather than filming/web casting
- Knowledge storage & retrieval
  - One Council wide repository
  - Having what you need quicker but not everything by self sourcing – access to knowledge, possibly in real time e.g. Dashboards rather than static reports – from ‘push’ to ‘pull’

## Digital Council

### LBE – the way we work – Councillors & Democracy

- Collaboration
  - Yammer/discussion forums – ability to discuss and get views online
- Multi channel/media communications (inside & outside)
  - Blogs/Twitter for comms
- Democracy
  - Opportunity to interact with citizens in real time (Webinar style meetings)
  - More information available to the public - Open Data
  - NB emerging e-voting/referenda capability

## Digital Council

### Working with others

- Open collaboration
  - Sharing standards and technical platforms to join up the public sector & education in Ealing
  - Can facilitate greater sharing with agencies such as Health
- Links to Open Data – analysis of public sector issues both cross agency and cross boundary
- General objective around whole of digital work to ‘share’ – intelligence, approaches, learning and products of work

## Digital Council

### Data management & exploitation

- Recording data
  - Moves towards a single data store can facilitate easier access to vital intelligence and better capacity for analysis – it can be shared across the Council with few restrictions. It may mean a rationalisation of IT systems and reduction of duplicate documents
- Protecting data & risks
  - Above single store gives easy retrieval for FOI requests and also visibility of document sensitivity – inherently safer than paper
- Open data
  - Adopting an open standard for data – we publish unless there are reasons why we cannot
  - We use and work with others (say London Assembly or even private sector companies) to build shared data stores which are useful

## Digital Council

### Transformation and positive 'disruption' – cultural change

- Digital skills – building the skills we need for the future and harnessing the millennials or 'digital native' generation, harnessing 'Simplify, Standardise, Share' – applies to approach, processes and areas like IT systems
  - Agile/Adaptive
  - Digital Literacy
- Digital leadership
  - Agile within conventional – working out how a different approach fits within a traditional hierarchy
  - Developing leaders – helping people to manage a different workforce
- Digital procurement (process & product)
  - Shorter contracts, outcome focussed
  - Ability to flex
  - Quicker procurement, sometimes not based on massive specifications which may become outdated
- Positive disruption – challenging behaviours, tolerating questions and encouraging deviation

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