

Report to Scrutiny

Item Number:

Contains Confidential or Exempt Information

No

Subject of Report:	Useful Information on Digitalisation from Cllr Peter Fleming (Deputy Chairman, Local Government Association and Past Chairman of its Improvement and Innovation Board)
Meeting:	Scrutiny Review Panel 4 – 2016/2017: Digital Services 16 February 2017
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Scrutiny Officer:	Harjeet Bains, Scrutiny Review Officer Email: bainsh@ealing.gov.uk Tel: 020-8825 7120
Cabinet Responsibility:	Councillor Yvonne Johnson (Finance, Performance and Customer Services) Councillor Peter Mason (Prosperity, Skills, Employment and Transformation)
Director Responsibility:	Helen Harris Director of Legal and Democratic Services Email: harrish@ealing.gov.uk Tel: 020-8825 8615
Brief:	To consider the useful information on digitalisation that has been provided by Cllr Peter Fleming and establish whether there are any new aspects that can be replicated by Ealing Council in developing its digital strategy.
Recommendations:	The Panel is asked to consider the information provided on digitalisation and make recommendations accordingly.

1. Useful Information on Digitalisation from Cllr Peter Fleming (Deputy Chairman, Local Government Association and past Chairman of its Improvement and Innovation Board)

Background

1.1 Cllr Peter Fleming is the Leader of Sevenoaks District Council. He is the Deputy Chairman of the Local Government Association (LGA) and past Chairman (from September 2011–September 2015) of its Improvement & Innovation Board. The Improvement and Innovation Board has responsibility for LGA activity relating to the support of local authorities in improving their performance and relations with the central bodies contributing to that process. As such his role was to lead on digital for the local government sector.

1.2 Cllr Peter Fleming is unable to attend the meeting due to other commitments but has provided the following information for the Panel's consideration:

Digitalisation

1.3 The LGA has worked with a number of sector representative bodies including, Solace, Socitm, the Local Government Delivery Council, and the Local Chief Information Officer Council to produce this set of linked papers to inform the Spending Review 2015.

1.4 They set out:

- how councils can use digital tools and techniques and exploit digital platforms to improve their online transactional services, so that citizens and businesses can find information or complete their dealings with their local authority in ways that are convenient to them and also save public money
- how councils can use 'digital', building on existing exemplars, to support the transformational place-based approaches to delivering outcomes that councils are seeking to implement in their localities in collaboration with local partners – including citizens themselves
- how the necessary leadership skills and capacity to understand and apply digital approaches successfully in local public services can be developed across local government at all levels including members, senior officers and staff
- the options for delivering the coordinated programme leadership and support, built on tried-and-tested programme management and invest-to-save principles, required to provide the necessary links between local, regional and national initiatives, to maximise the mainstreaming of learning and good practice across the sector and to tackle cross-cutting issues such as data sharing and procurement.

1.5 Taken together, therefore, the four papers set out a high-level case for investing in a coordinated and comprehensive programme of support. This will enable local government to maximise the customer benefits and cost savings that can be generated from exploiting the potential of modern digital tools, technologies and approaches in local public services.

1.6 The four papers can be downloaded using the links below and are appended to this report for the Panel's consideration:

- [Delivering better local online transactional services \(pdf\)](#)
- [Transforming local services through digital \(pdf\)](#)
- [Developing local digital leadership skills and capacity \(pdf\)](#)
- [Implementing programme leadership and support for local digital \(pdf\)](#)

Programmes

Digital Experts

1.7 We put in place the LGA Digital Experts funding programme in 2014/2015 to help more councils benefit from the digital approaches already delivered elsewhere. This is the list of the successful councils with a brief outline of their funded projects. We will work with these councils to ensure they share their learning through case studies, open days and conferences so we will keep you informed as dates get confirmed.

1.8 [Digital Experts table councils and their projects \(pdf, 3 pages, 84KB\)](#)
[The Digital Experts programme: An interim evaluation](#)
[Digital experts case studies: A-Z by council](#)
[Quick reference to case studies](#)

Digital Transformation Programme

1.9 The Digital Transformation Programme that was set up is being run to help fund councils to develop digital solutions to support their wider work on national programmes of transformation including, the integration of health and social care, Troubled Families, Welfare Reform and Public Health. The aim is to develop digital tools and solutions that can be reused by other councils and support the wider work to transform local public services. Below is a list of the successful councils and a brief summary of their projects. We will capture the Councils' learning through case studies and share them at future events.

[Digital Transformation Programme: Current Projects](#)

Transforming Public Services Using Digital Tools

1.10 The LGA commissioned research to capture examples of where councils have used technology and digital tools and approaches to deliver services that are better targeted and more efficient.

1.11 This report demonstrates not only that there is significant technological innovation in local government but also that it is being applied with real skill and thoughtfulness. Councils have learned lessons from technology projects in the past, and are increasingly using agile and flexible project management approaches to implementation, belying the myth that the public sector cannot effectively implement change supported by information technology.

Report

1.12 There are over 50 examples highlighted in this report showing over £41 million of direct savings: [Transforming public services, using technology and digital tools and approaches \(pdf, 44 pages\)](#)

- 1.13 There are also separate, more-detailed case studies for projects featured in the report.
- 1.14 I would also look at officers working with **LocalGov Digital**. LocalGov Digital is a network for digital practitioners in local government with an aim to raise standards in web provision and the use of digital by councils across the country, and to create a digital framework that is flexible enough to respond to local needs.
- 1.15 Our belief is that an overarching and fundamental principle is that local government is and should be 'open by default and digital by design'.
<http://localgovdigital.info/>

2. Legal Implications

- 2.1 There are no direct legal implications arising from this report for Ealing Council.

3. Financial Implications

- 3.1 There are no direct financial implications arising from this report for Ealing Council.

4. Other Implications

- 4.1 There are no other implications arising from this report for Ealing Council.

5. Background Papers

- 5.1 As included within the report.

Report Consultation

<i>Name of Consultee</i>	<i>Department</i>	<i>Date Sent to Consultee</i>	<i>Date Response Received from Consultee</i>	<i>Comments Appear in Report Para</i>
<i>Internal</i>				
Keith Fraser	Head of Democratic Services	03.02.17		
Helen Harris	Director of Legal and Democratic Services	N/A		
Ross Brown	Director of Finance and Deputy s151 Officer	N/A		
Cllr Joanna Camadoo	Panel Chair	19.01.17		
Cllr Gary Malcolm	Panel Vice Chair	19.01.17		
<i>External</i>				
None				

Report History

<i>Decision Type:</i>		<i>Urgency item?</i>	
Non-key Decision		No	
<i>Authorised by Cabinet Member:</i>	<i>Date Report Drafted:</i>	<i>Report Deadline:</i>	<i>Date Report Sent:</i>
N/A	17.01.17	07.02.17	06.02.17
<i>Report No.:</i>	<i>Report Author and Contact for Queries:</i>		
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