tech UK

Hammersmith & Fulham Public Service Reform Committee

Georgina Maratheftis| 02 September 2020

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Who we are

The tech trade association, representing 850 tech suppliers. With two thirds being SMEs.

Mission

Helping to create the conditions for meaningful transformation and enable improved collaboration between industry and local government to ultimately improve the outcomes of citizens and create places where citizens want to live, work, thrive and feel safe.

Council of the Future Vision

A truly digital council will be more connected and integrated with citizens, and communities. Using digital to reimagine service delivery that is user-centric and meets users' needs.

In adopting a smarter, more holistic, vision of the citizen and place, communities are motivated to come together with shared values and skills, and to drive a better quality of life for all. Citizens are at the heart of local problem-solving and decision-making to deliver better outcomes.

Local data is utilised confidently breaking down silos and creating new pathways for delivery of priority services. Data is at the heart of decision-making, enabling predictive services and a shift to early intervention to manage demand better. Tackling cross-cutting challenges in a cost-effective and productive way.

The case for digital

By placing digital at the heart of what you do, you can:

- **Seamless integration of services** to improve quality of processes and outcomes and empowering citizens.

- **Renew local democracy and trust** between local government and citizen through a more engaged approach to decision-making.

- **Happier, more productive and attractive workplace** by enabling flexible working and generate savings through estate rationalization as a result of remote working.

- **Creating a culture of collaboration and innovation** to solve challenges by opening up data.

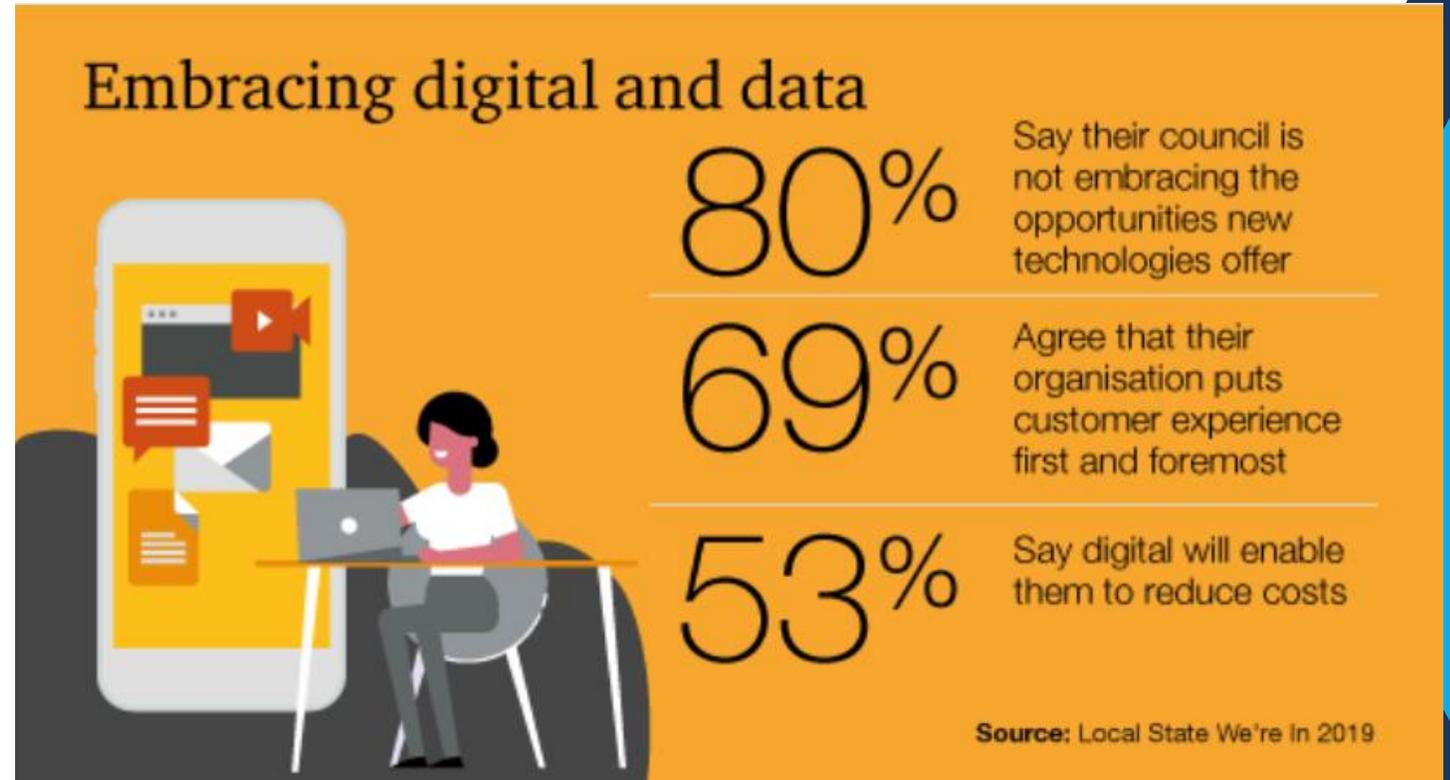- **Promoting economic and social growth** through the innovative use of data

COVID-19 & Council digitisation

- Mass remote working.

- Improved collaboration internally and with partners across the place.

- Digital infrastructure to coordinate volunteers and support those shielding and most vulnerable.

- Keeping citizens connected to each other and services.

Don't start with the tech, but the outcome

Start with the citizen and the community and the outcomes you want to achieve. PWC The Local State We're In 2019 report **found half (55%) of council respondents agreed that councils should be more responsible for facilitating outcomes** rather than delivering service solutions.

Embracing digital and data

80% Say their council is not embracing the opportunities new technologies offer

69% Agree that their organisation puts customer experience first and foremost

53% Say digital will enable them to reduce costs

**Source:** Local State We're In 2019

What's the problem you are trying to solve?

- London Borough of Harrow developed a digital SEN transport solution to provide near-real-time information about vehicles and children (preventing unnecessary worry and customer contact). Utilising mobile working, analytics & new ways of working to make SEN transports scalable, safer & more efficient.

- Newcastle has used data and analytics to improve the way that children's social work is delivered.

- Unlocking the potential of existing data councils can begin to work more strategically to predict and prevent homelessness by identifying households at risk of losing their home.
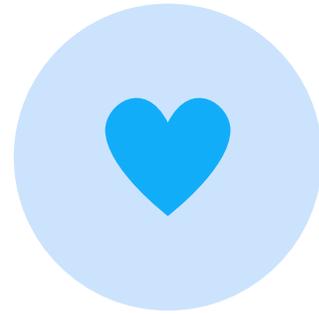
The Local Digital Declaration

A common aspiration for the future of local public services

July 2018

Using data and digital tools to support COVID-19 recovery across local government

MHCLG's Local Digital Collaboration Unit is making funding available for data and digital projects to help local authorities in England with their COVID-19 recovery and renewal efforts.

How techUK can help?

Tools	What is it?	Format	Benefits
Industry Briefing	• Opportunity for the public sector to engage with the whole of the tech market in a neutral environment • Providing the market with more information or an update on the public sector body's strategic objectives or direction	• Roundtable, workshop, seminar or a briefing to a large audience • Informal networking	• Connect with a diverse mix of tech suppliers, large and small • Engage in a genuine two-way dialogue with the tech market as part of an early market engagement

The public sector needs to harness the expertise and innovation that SMEs can bring in order to ensure that public service delivery keeps pace with demand and expectations.

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Art of the possible – workshop on harnessing digital to improve children service outcomes

We need to re-imagine how services can be delivered in order to give families the information they need and to empower individuals to access the right services at the right time.

So we held a workshop with local government – elected officials, heads of services and digital leads with industry to interrogate the challenges further.

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How can you help?

You can help engender change and build digital capacity across your local area and place by:

- Be a digital champion & empower digital leadership at the executive level.

- Commitment to make decisions based on data.

- Sign the Ministry for Housing & Local Government Local Digital Declaration

- Take part in art of the possible sessions & spearhead a culture of innovation.

Thank You & Get in touch!

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