**How can your council get more involved in #LocalGov Digital?**

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| **I want…** | **I can offer…** |
| * To see a climate where we have digitally enabled leaders (officers and politicians) * How do we best support our councillors being digital advocates? * How do we get simple and affordable means of establishing citizen identities where local and central government can deliver joined up services? * Better joining up of support to get people online (Michael Francis, Hertfordshire CC) * Electoral registration is being transformed. Could council services use this registration as a passport to entitlement? * Loughborough University has found that older people struggle and are reducing their use of digital after initial learning. How will DCLG support community hubs to support them? * We need to be able to attract and retain individuals who are/will be digital leaders. This means reputation of this sector, career prospects, respect and pay * What can we do to improve digital inclusion? * What are you doing about joining up digital identities across central and local services? Ref. ID assurance programme for universal credit * Greater recognition of the interdependency between digital inclusion, literacy, connectivity and online service design * How are you using Digital Assets to promote growth? (William Barker, DCLG) * What examples of co-production in digital services using customer insight do you know about? (William Barker, DCLG) * Do we have plans to involve ‘residents’ in designing services which aims to transform service delivery? * How can we avoid polarisation of the digitally excluded? * How can the digital drive overcome language and literacy barriers? * Digital is a channel, but cannot be the only one. How can we make them all consistent? * How do we convince our organisations that customer-centric services are also the most cost effective? How do we stop local government creating administratively convenient/elegant services? (Peter Fardy, Kirklees Council) * Market reform in the telecoms sector to tackle:   + Cuts   + Investment   + Customer service and agility   + Confidence * Digitally literate communities (Robin Rogers, LB Southwark) | * Local Directgov (DCLG based) run “Really Useful” events across the country. We are offering free events to support digital transformation. Our next theme is “What the customer really really wants” – based on making the best use of all the metrics to target your audience. Kicking off in London in April. * Universal credit will drive digital inclusion in low income groups. * LGA Knowledge Team can provide support using the Knowledge Hub. We offer training sessions and workshops in councils – contact [kmteam@local.gov.uk](mailto:kmteam@local.gov.uk) * Bristol City Council is planning to design and build a citizen identity management platform using open identity stack (open source software) and would like to a) learn from others doing similar and b) share the products with anyone who wants them (Gavin B) * 30,000 “My Southwark” users registered (R.Rogers, LB Southwark) * Free school meals (Michael Francis, Hertfordshire CC)   + Online (60% take up)   + Use of looking local FSM app * Driver training (what’s driving us etc.) (Michael Francis, Hertfordshire CC)   + Online services linked to logon CRM * Come and tell me what you are up to ([william.barker@communities.gsi.gov.uk](mailto:william.barker@communities.gsi.gov.uk)) * I can offer helping join up central/local on digital transformation. Kind of co-ordinating role in shared space. (Sheenagh Reynolds @sheenagh) * Relationship with digital industry (Robin Rogers, LB Southwark) * Economic well-being and customer access strategies under-pinned by digital (and digital inclusion) (Robin Rogers, LB Southwark) |