

Your Digital Council

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 LocalGovDigital

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Digital Collaboration

“Digital technology will enable the Council and its partners to tackle complex issues and work together seamlessly.”

This means using digital technology to work with our partners to deliver the outcomes we both desire and incorporates aspects of **Digital Customer Service, Digital Workforce** and **Digital Place**.

Digital Customer Service

“Enabling Rotherham’s citizens to get the services and information they need online.”

This means providing services and information online to residents and businesses in a user-friendly way that encourages take up.

Digital Place

“Equipping Rotherham’s residents and businesses with the digital skills and technology they need to enhance their lives.”

This means enabling residents and businesses in the borough to use digital technology to improve their lives, providing them with access to devices and the internet as well as developing their digital skills, from the children and young people in our schools to our elderly residents.

Digital Workforce

“Staff will have the digital tools and skills required to deliver services effectively and efficiently.”

This means delivering positive outcomes for Rotherham’s residents by giving staff access to the data they need and appropriate technology, ensuring they have the skills to



- The boundary between Health and Social Care is blurring;
- Re-focussing care around the locality and around the individual;
- Several integration projects underway:
 - Adopting NHS Numbers as a common identifier
 - Ensuring Social Care receive timely electronic Assessment, Discharge and Withdrawal Notices from acute care
 - Ensuring clinicians in unscheduled care settings can access child protection information with social care professionals notified accordingly
 - Adoption of the Rotherham Health Record in Social Care
 - Shared WiFi
- Data sharing and population segmentation...

	Mostly Healthy	Chronic conditions	SEMI	Dementia	Cancer	High needs	
Children 0-16	Mostly healthy children 1,085	Children with chronic conditions 1,278	Children with SEMI 6,553		Children with cancer 15,714	Children with PD/LD ¹ 1,272	Vulnerable children 12,145
	570.8 619.1	37.7 48.2	1.3 8.5	- -	0.3 4.7	12.7 16.1	17.7 214.5
Adults 16-69	Mostly healthy adults 550	Adults with chronic conditions 1,724	Adults with SEMI 7,605	Adults with dementia 8,424	Adults with cancer 3,646	Adults with phys. disability 10,994	Adults with learn. disability 21,292
	1,183.3 650.7	414.8 715.3	18.4 139.7	0.9 7.2	26.8 97.8	7.6 83.5	6.5 138.1
Elderly 70+	Mostly healthy elderly 2,118	Elderly with chronic conditions 3,473	Elderly with SEMI 13,181	Elderly with dementia 12,102	Elderly with cancer 5,059	Elderly with phys. disability 15,717	Elderly with learn. disability 25,220
	12.2 25.8	301.4 1,046.7	4.2 55.3	22.3 269.8	61.0 308.6	48.6 764.3	0.5 12.8

Platform Thinking

“I do not want high cost to serve or roadblocks behind the scenes - this is a back office issue.”

“Platforms are out there and they must be at the forefront and used right across public sector.”

“Take away traditional hassle behind the scenes.”

“Grab the opportunity now otherwise you could be looking back in 10 years time at the missed opportunity.”

Martin Reeves – Digital Lead for SOLACE and CEO of Coventry City Council

Digital Workforce

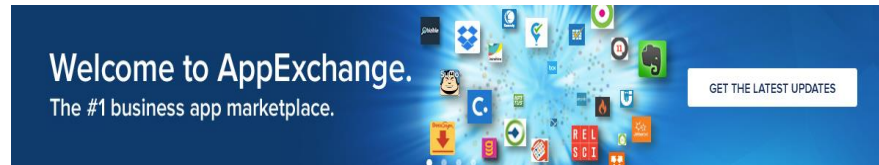
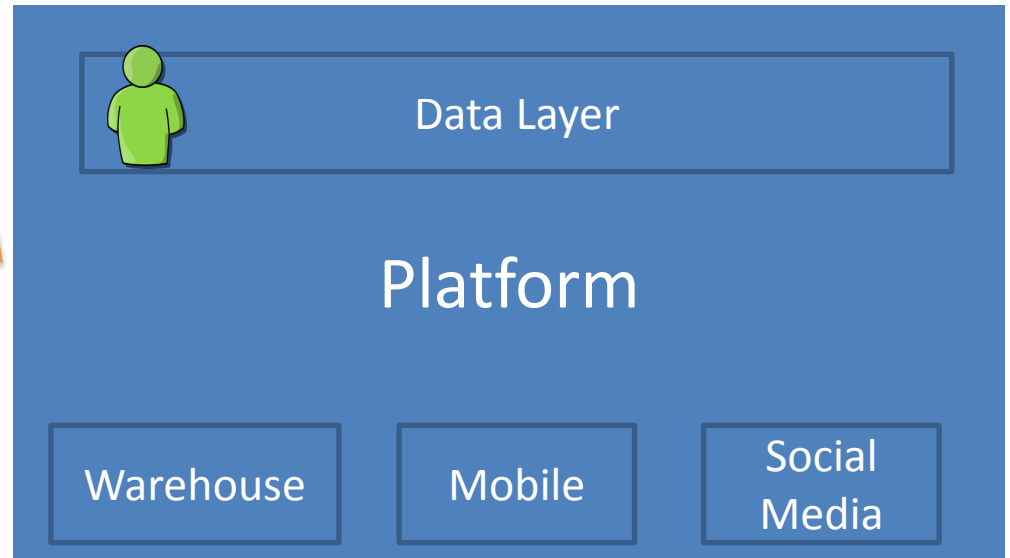
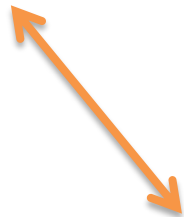
Digital Customer
Service



Citizen Portal
All channels

'YourAccount' services to date:

- Council Tax
 - Benefits/Application
 - Business Rates
 - Landlords
 - Library
 - Waste
 - Risk Based Verification
 - Online Change in circumstances
- + many, many, many eForms



Digital Customer
Service



Leaving no-one behind



Digital Place

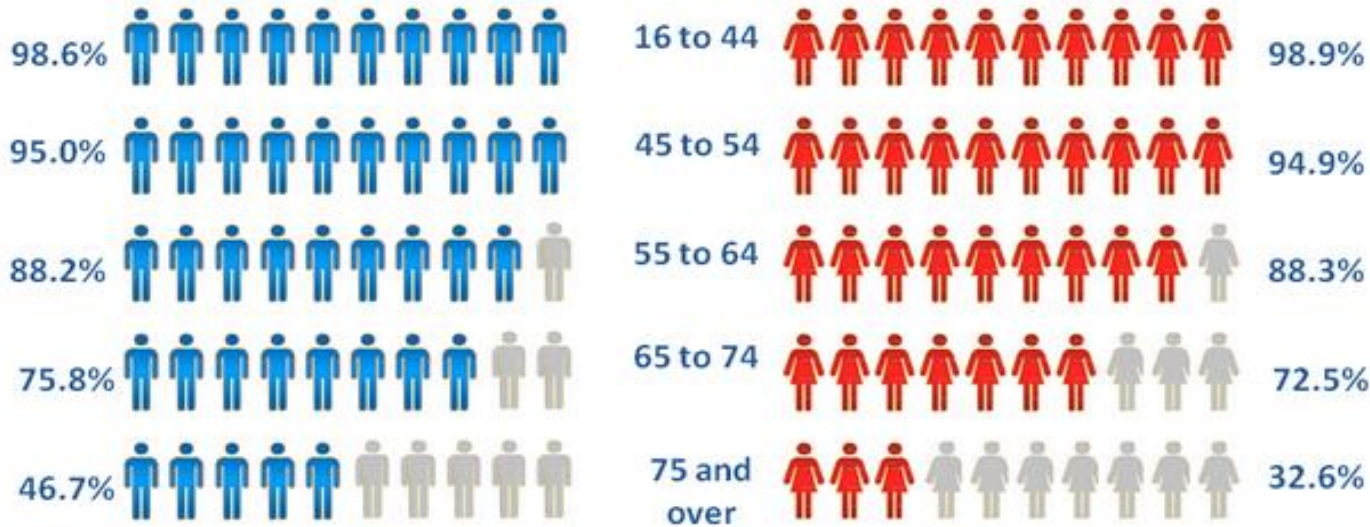
- Access to the Internet is a powerful democratising force;
- Of particular benefit to 'hard to reach' groups;
- Whilst online self-service will be the best option for most groups/services, there will be individuals who need assistance in transacting with the Council online;
- We have a role in fostering digital inclusion...

Internet Users, 2016: Published 20 May 2016



Almost 9 in every 10 adults in the UK have used the internet recently (87.9%)

Almost all men and women aged 16 to 44 years have used the internet recently ...



..but just 5 in every 10 men and 3 in every 10 women aged 75 and over have used the internet in the last 3 months.

108	City of Kingston upon Hull	82.6
109	Tyneside	82.5
110	Dudley and Sandwell	82.5
111	South Nottinghamshire	82.2
112	County of Herefordshire	82.2
113	Solihull	82.2
114	Walsall and Wolverhampton	82.1
115	Central Valleys	81.8
116	Luton	81.7
117	East Ayrshire and North Ayrshire Mainland	81.6
118	North of Northern Ireland	81.5
119	West and South of Northern Ireland	81.4
120	Dumfries and Galloway	80.9
121	Thurrock	80.7
122	Conwy and Denbighshire	80.6
123	Sunderland	80.5
124	Northumberland	79.8
125	East of Northern Ireland	79.0
126	Barnsley, Doncaster and Rotherham	78.3
127	Blackburn with Darwen	77.9
128	Falkirk	75.0

Libraries can help...



- We provide free access to the internet for every customer in every library
- We provide free Wi-Fi in every library
- We provide an 'assisted digital' offer in our Library and Customer Service Centres, so that customers who need help applying for services are supported
- We provide help to use computers in all our libraries
- We will provide assistive technology for those customers who need to use it
- We provide a basic ICT sessions so that we can help people improve their digital skills

Assisted Digital



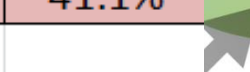
	F2F	Telephone	Self Serve
Corporate Plan Target	<6%	<58%	>36%
2014/2015	5.4%	55.2%	39.4%
2015/2016	5.2%	53.7%	41.1%
2016/2017	6.6%	46.8%	46.6%



Assisted digital users



Assisted digital support



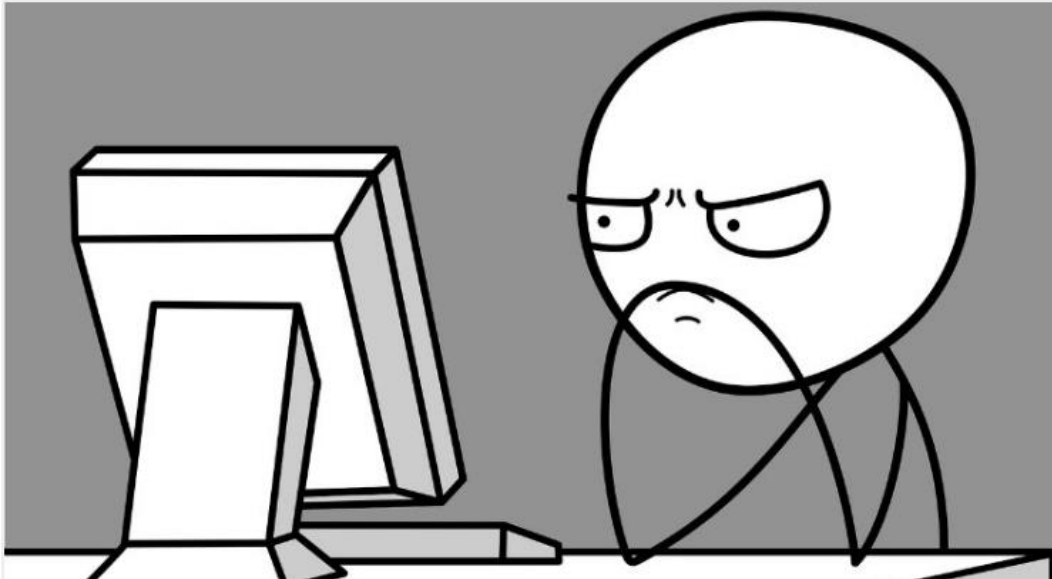
Wicked Problems (that we don't know the solution to)



NAO: 'Confusing' data-sharing rules are a major barrier to health and care integration

Written by [Rebecca Hill](#) on 8 February 2017 in [News](#)

Confusion over information-sharing agreements at a local level is a major barrier to effective joining up of health and social care, the UK's spending watchdog has said.



£ CAPITAL £



£ REVENUE £

Thank you

Full Digital Council Strategy PDF here: <http://goo.gl/veUF4R>



Happy to supply a Word version –
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