

It's not about Digital it's about  
Transformation



# The rest of the world is changing.....

Largest retailer: Alibaba- owning no stores

Largest Taxi company: Uber- Owning no vehicles

Largest media provider: Google - producing little content

So how does the public sector keep up....?.



# Public sector.. example

By 2020 children's services funding will have halved, this will drive innovation.

Along with the revolution in the relationship between the state and citizen- asking communities to do more.



# Digital help

- **Information online** to help young people and parents to help themselves, peers and children.
- **Democratising knowledge** held by professionals, helps meet needs of much larger population of invisible need
  - **create new digital access such as online chat**, popular with children who want to communicate with a health professional but remain anonymous, and digital delivery such as online therapies through Skype.

## Example-

Babylon GP service. In time this will combine online guidance, clever diagnosis software, test kits that can be delivered by post, and your family GP for video consultations (available 24/7).



# Artificial Intelligence (AI)

- Learning algorithms are being used to understand and mimic human intelligence.
- Artificial intelligence is the basis of the new Google Translate service, with examples of health visitors finding the apps to be much more responsive than a human translator that has to be booked in advance and may come from 100 miles away.
- AI is behind driverless vehicles such as with Bosch in Greenwich, for much cheaper travel, helping vulnerable families in rural areas. This has major potential for commissioners of school transport services.



# Predictive Modelling

- Predictive modelling is about bringing together different data sets to get insights about the future.

## Example,

using household income data to predict exactly who should be getting the pupil premium to help them to apply; identifying the protective and risk factors for young offenders to focus professionals' time to get the best outcomes; or predicting the resilience of families with children with special educational needs, to offer changes that help them to cope and thrive.



# Exercise....

Share some examples of the Digital Tools you have implemented to achieve workflow transformation.. what have been the pros and cons so far...

