



Ministry of Housing,
Communities &
Local Government

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What is the Local Digital Declaration?

Over 150 local authorities have now signed the Local Digital Declaration. Find out what it is and why your organisation should sign it.

[What is the Local Digital Declaration?](#)

Local Digital Fund training offer

The training offer initiative aims to build digital delivery and leadership capacity in the sector.

[Find a training course](#)

Explore Local Digital funded projects

In the first 3 rounds of the Local Digital Fund, 23 collaborative digital projects have been funded across local government.

[Funded projects](#)



#LocalDigitalFund

Cross-local government user research

Discovery

localdigital.gov.uk

Discovery

What is the scale of the benefits opportunity?

Alpha

What are the potential costs and benefits of the options on the table?

Beta

What costs and benefits can we verify in real-world testing?

Council Chatbots ROI Analysis and Market Summary

Summary of key findings from research into chatbots for councils

ROI Analysis and Market Summary | April 2019 | Council Chatbots

Business case

User-centred back office planning system to unlock transformation

Strategic case

The strategic case was well made in the discovery phase.
Planning services are dependent on interoperability.
The market is dominated by just two players.

The practical problems associated with administration of the national planning system are significant.
Efficient planning software that meets user needs and open application and data standards is a critical component of the future digital system.

Risks

The development of a complete and fit-for-purpose central funding if it is to be able to transform developments in the space.
It's essential that this is a collaborative effort and that councils are well enough aligned around the need for a new system.
We may need to introduce a new system to integrate with them, resulting in extra costs.
The existing suppliers will continue to be given the fact that they also provide the current system.

Financial case

Significant ongoing central funding will be required. The following table contains assumptions.

Number of Councils engaged	
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	A	B	F	G	H	I	J	K	L	M	N	
Phase			Discovery / Alpha		Beta			Live Product				
Beta Switch			0	1	2	2	2	2	2	2	2	
Year			2019 / 2020	2020 / 2021	2021 / 2022	2022 / 2023	2023 / 2024	2024 / 2025	2025 / 2026	2026 / 2027		
KEY ASSUMPTIONS												
Benefits Off-Set			1	year (offset up to 3 years)								
Savings from social workers not having to spend time chasing information												
Cost Saving per council on assessments				£112,895	total benefits w/ 60% confidence factor applied							
additional % of total benefit realised each year				12.50%	The full benefits will not be achieved with early versions of the tool. The % of the total benefits that are achieved is assumed to increase year on year							
Savings from children and families not escalating unnecessarily												
Cost saving per council of children and families not escalating unnecessarily				£209,025	total benefits w/ 60% confidence factor applied							
additional % of total benefit realised each year				12.50%	The full benefits will not be achieved with early versions of the tool. The % of the total benefits that are achieved is assumed to increase year on year							
Local Authorities												
Number of Local Authorities - On-Boarded			0	4	4	4	4	6	6	6	6	
Number of Local Authorities - Cumulative			0	4	8	12	16	22	28	34	40	
Additional Features												
Family Context Algorithm - Discovery			0	0	0	1	0	0	0	0	0	
Family Context Algorithm - Alpha			0	0	0	1	0	0	0	0	0	
Family Context Algorithm - Beta			0	0	0	0	1	0	0	0	0	
Family Context Algorithm - Live			0	0	0	0	0	1	1	1	1	
Data Sources (year added to the MVP on a cumulative basis)												
LA-controlled data sources - local-only data			0	0	2	2	2	2	2	2	2	
LA-controlled data sources - data shared across LA partners			0	0	0	2	5	5	5	5	5	

**But what do you
actually need?**

Objectives:

1. Understand your challenges
2. Share easy wins
3. Identify high value data and assets
4. Identify high value interventions