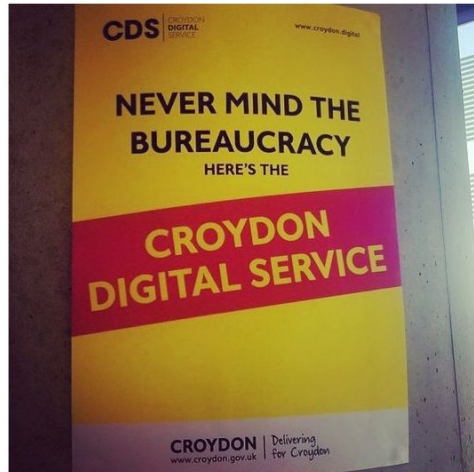


Tackling Local Government common challenges – mapping, learning, and fixing together

Facilitator: Annie Heath, UCD Principal

#LocalGovCamp22



 **MadeTech**



USER-CENTRED DESIGN

**5 reasons projects
don't make it out of
discovery and what
to do about it**



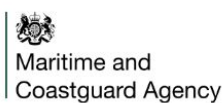
Annie Heath

User Centred Design Principal

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Your trusted public sector technology experts



**A rare localgov
get together**

**Give
the
good
people
of
localgov
what
they
want**

What we learned from the Local Digital Roadshow 2022

[The Local Digital team](#), 19 July 2022 - [Local Digital](#), [Local Digital Team](#)



The Local Digital team holding a workshop with attendees during the Yorkshire Roadshow.

The importance of collaboration

What we heard from you

After a [welcome and introduction from the Local Digital team](#), we split into small groups for the first workshop to explore the common cyber and digital challenges that councils are facing.

At each event, we heard that councils across the country face many similar challenges and barriers to digital transformation—emphasising the importance of collaboration when it comes to creating solutions.

Common challenges and barriers

We learned that the most common challenges and barriers that councils are experiencing include:

- lack of budget or funding to afford solutions
- lack of access to training, or the time to do it
- recruiting and retaining staff, and the difficulty of making the sector appealing to the right people with the right skills
- difficulty gaining senior management buy-in to resolve digital or cyber challenges, including lack of understanding from political figures
- domination of legacy systems which prevents improvements in digital and cyber

After lunch, we got back into groups for a follow-on workshop to discuss how we can meet the challenges together. During these sessions, we heard that:

- connection and sharing best practice, patterns and lessons learnt are the keys to success
- many councils use common systems, and have similar needs, so it makes sense to create solutions together
- clear vision and leadership is needed to help drive forward change
- embedding user-centred design approaches is important

Common challenges and barriers

- domination of legacy systems which prevents improvements in digital and cyber
- connection and sharing best practice, patterns and lessons learnt are the keys to success
- many councils use common systems, and have similar needs, so it makes sense to create solutions together

Domination of legacy systems

A legacy system is **outdated computing software and/or hardware that is still in use**. The system still meets the needs it was originally designed for, but doesn't allow for growth.

Moving/migrating from using legacy technology can add value and deliver real tangible benefits for local authorities.

- **Cost Savings:** reduce infrastructure costs and data management overheads.
- **Time & Resource Savings:** increased efficiency and productivity around managing legacy data and improve user experience
- **Risk Reduction:** Reduced risk of non-compliance and cyber breach incidents, as legacy data is safe and 'future-proofed.'
- **Remote/Hybrid Working Made Easier:** As employees are using secure cloud-based technology.

There are some well known names in local government....

Connection and sharing best practice, patterns and lessons learnt are key to success

LocalGov
Drupal

The publishing platform created by councils, for councils.

LocalGov Drupal is a publicly owned asset that delivers a better digital experience for citizens, improves service outcomes, and saves money.

Our councils have followed the Local Digital Declaration to develop a shared pool of code, resources, research and expertise, delivering great digital experiences to citizens at a lower cost, while creating a publicly owned asset.

Connection and sharing best practice, patterns and lessons learnt are key to success

Housing repairs online

Our vision

Design and build a **reusable and accessible** online repair reporting **tool that customers prefer** to use as it meets their needs.

The tool will be **integrated** through open, scalable and accessible APIs with **various scheduling systems**, so the tool can be **adopted by local authorities** across the UK.

Project Background



CITY OF
Lincoln
COUNCIL



Department for Levelling Up,
Housing & Communities



NEWARK &
SHERWOOD
DISTRICT COUNCIL

Gravesham
Borough Council



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Many councils have common systems, and have similar needs, so it makes sense to create solutions together



[Local Digital](#) > Funded Projects

Income Management System for local government

Phase:

Beta

Partners:

Barnsley Metropolitan Council, Dorset
County Council, Huntingdonshire District
Council

Processing revenues and benefits data

Phase:

Discovery

Partners:

Teignbridge District Council, Basildon
Council, Brentwood Council, East Devon
District Council, Exeter City Council,
Sedgemoor District Council

Exploring data for Early Help
service heads

A user-centred Back-office
Planning System (BoPS) for
local authorities

Better case management of FOI
and SAR requests

Children's placement portal

Common data model for
children's services statutory
returns

Exploring data for Early Help
service heads

What improvements are your systems preventing?

User experience

Data sharing

Forms

Time to process

Community
involvement

Applications

Cost

Speed

Verification

Legal

Contact

Identification

Responsiveness

Support

Payment

Adaptability

Applications

Head to Menti.com on your device

And put in code **2273 7194**

Lets share and map IRL!

Lets shove stuff on post-its!

Post it notes

Issue

Name, council, worked on already, would like to work on, funding bid

Done!

Collaborating – what would you like to work together on?

Anything you have worked on/already done?

Anything you have worked on/already done?