LOCAL GOV STRATEGY FORUM

Local Gov Strategy Forum

14th & 15th May 2019

Research Report

Total Delegate Group: **283**

This report is based on survey findings of the delegates for the Local Gov Strategy Forum on the 14th and 15th May 2019, comprising of 283 Chief Executives, CIOs and other strategic, IT and operational leaders in local government.

To deepen our insights, we interviewed the highest decision makers in face-to-face and telephone interviews to discuss trends and issues being tackled in their organisations.

DELEGATE GROUP BREAKDOWN

79
C-level & Director

115
Head of Department

83
Senior Management

6
Other

MAIN FINDINGS OF THE REPORT

SERVICE DELIVERY

Local authority leaders are prioritising improvements in how services are delivered

DIGITAL CHANGE

Most of the group are making a concerted effort to accelerate digital change across their organisation

SELF-SERVICE CAPABILITY

Developing self-service capabilities for both staff and citizens was highlighted as an urgent issue

WORKFORCE MANAGEMENT

Effectively managing staff schedules was regarded as a significant priority by the group

The challenges being prioritised by the Chief Technology Officer at Essex County Council:
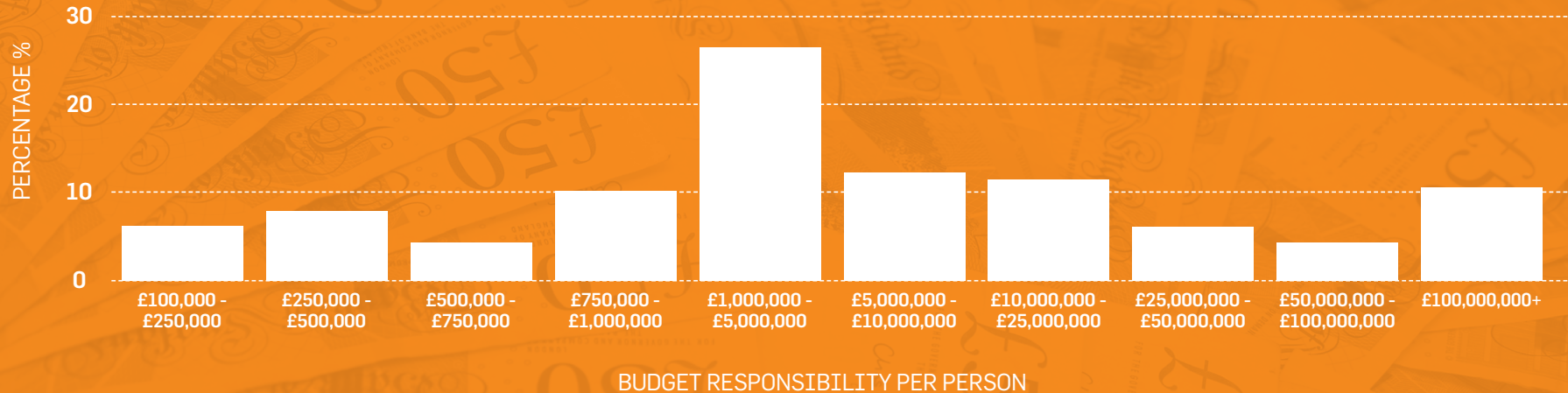
- Establishing a culture across the council that technology services are an asset, not a hinderance
- Ensuring that technical needs and business needs are aligned
- Being proactive, not reactive, in terms of new technology advancements

The key issues being tackled by the Strategic Director at Cambridge City Council
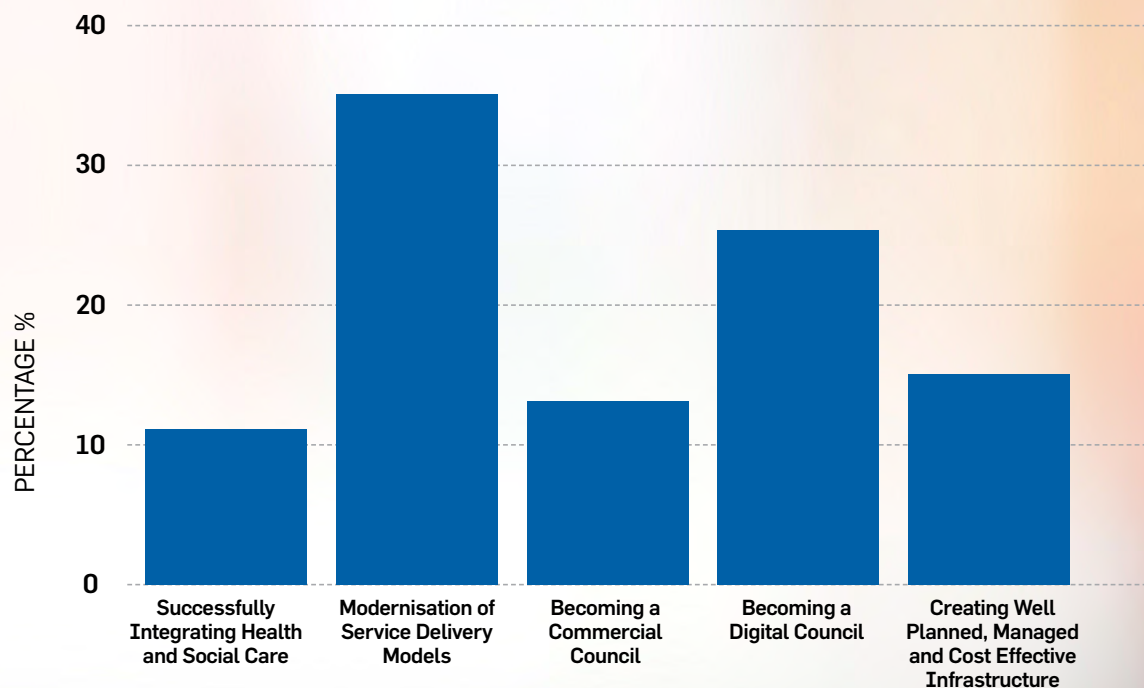
- Digital delivery and data analytics
- Commercial development - trading services
- Transformation and efficient service delivery
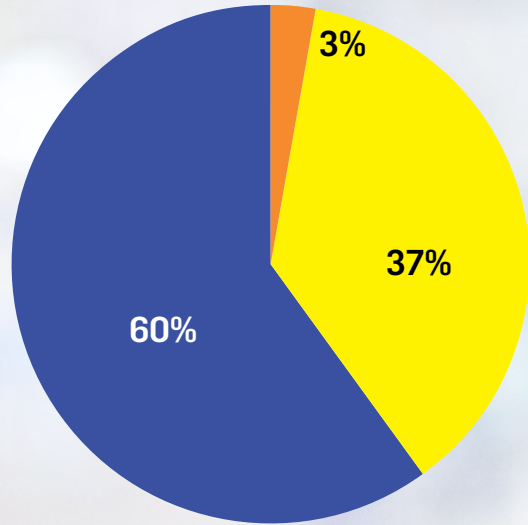
COMBINED SPENDING POWER OF GROUP

£6.6 Billion

PERCENTAGE %

30									
20									
10									
0									

£100,000 – £250,000 | £250,000 – £500,000 | £500,000 – £750,000 | £750,000 – £1,000,000 | £1,000,000 – £5,000,000 | £5,000,000 – £10,000,000 | £10,000,000 – £25,000,000 | £25,000,000 – £50,000,000 | £50,000,000 – £100,000,000 | £100,000,000+

BUDGET RESPONSIBILITY PER PERSON

TOP STRATEGIC PRIORITY

Bar chart — PERCENTAGE %

Category	Percentage
Successfully Integrating Health and Social Care	~11
Modernisation of Service Delivery Models	~35
Becoming a Commercial Council	~13
Becoming a Digital Council	~25
Creating Well Planned, Managed and Cost Effective Infrastructure	~15

Above all else, modernising service delivery models across the business was highlighted as the key strategic priority for the group.

Much of the group also emphasised the need to become a digital council.

Prioritising Digital Change

60%

37%

3%

Of the following which do you think is the most important component to achieving your digital goals?

10%

11%

11%

68%

Legend — Prioritising Digital Change:

- **Low Priority** - Any change will be incidental
- **Medium Priority** - On the agenda but will not be in our group of top aims for the next 18 months
- **High Priority** - There will be a concerted effort to effect change in this area across the organisation as quickly as possible
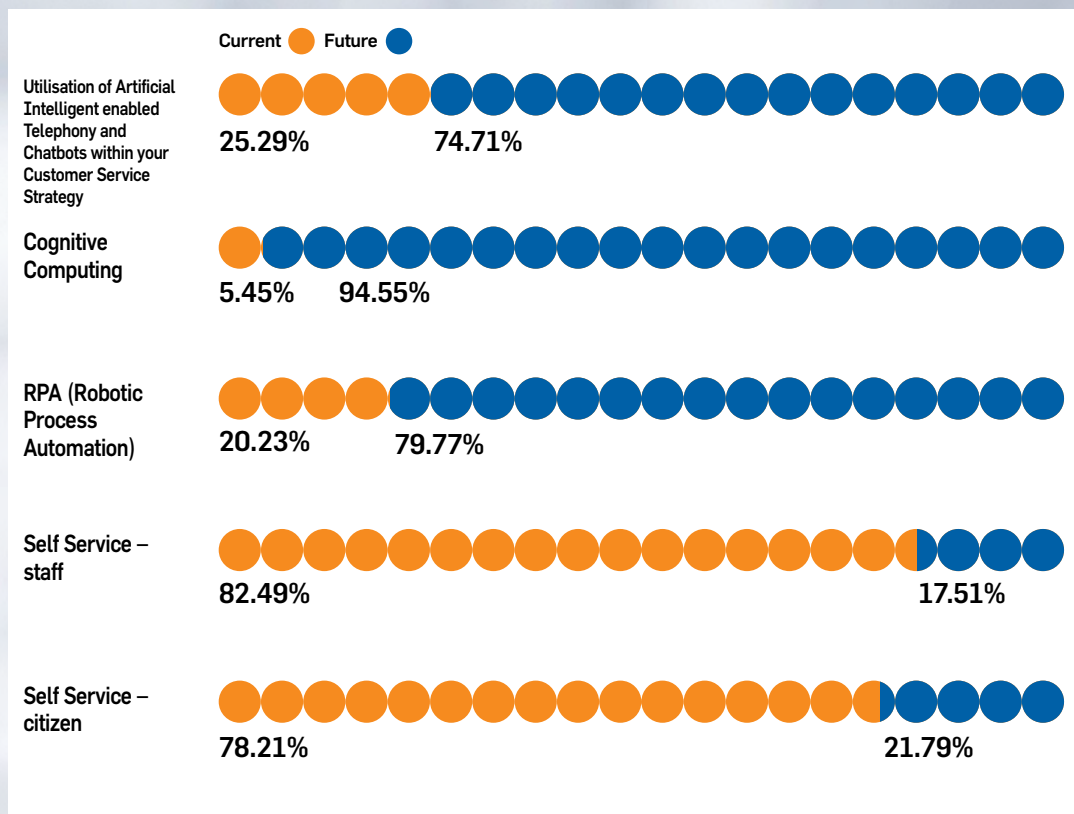
Legend — Most important component:
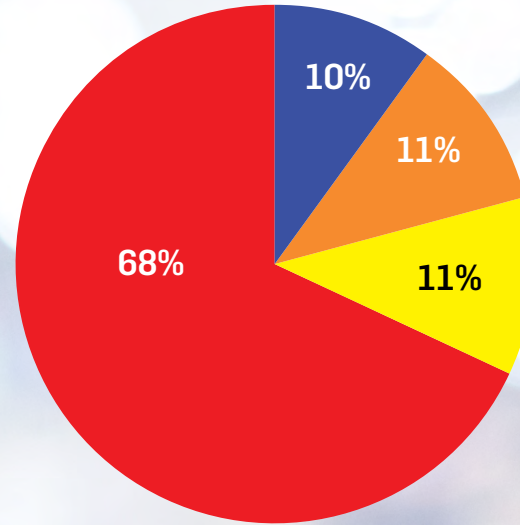
- **Artificial Intelligence**
- **RPA (Robotic Process Automation)**
- **Internet of Things (IoT)**
- **Service Design**

Service design stood out as the most significant component that can aid authorities in achieving their digital goals.

Most of the group are urgently making digital changes across the organisation to achieve these targets, with only 3% considering this a low priority and stating how any changes will be incidental.
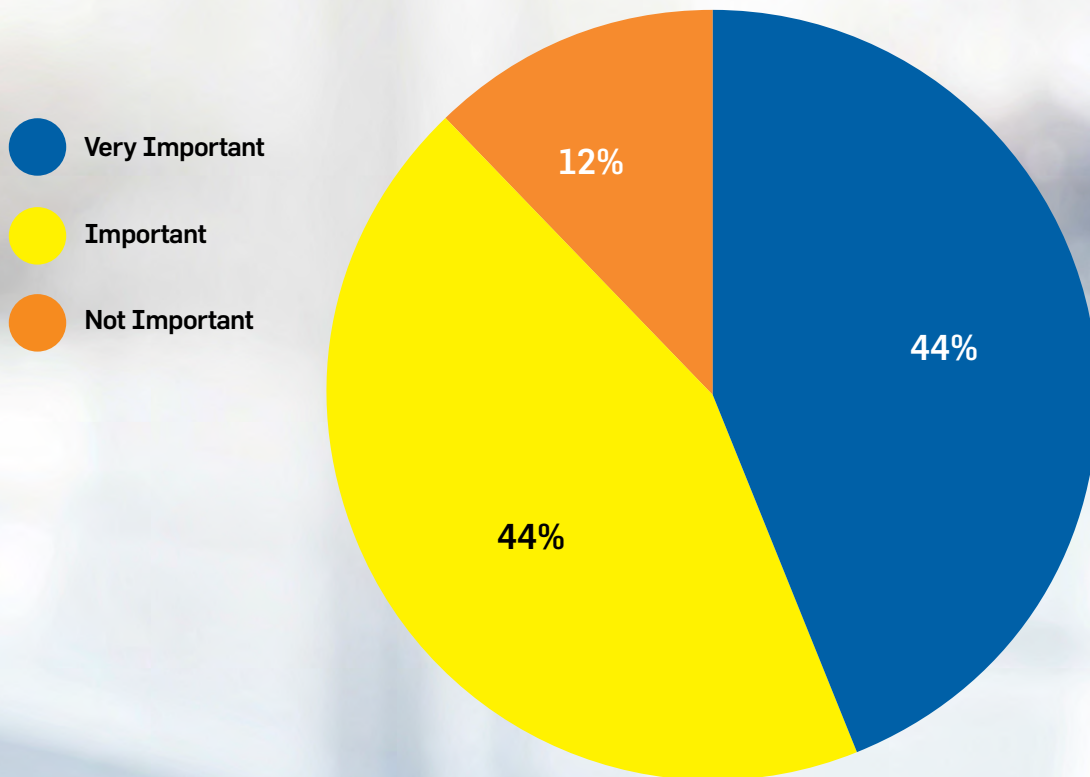
CURRENT OR FUTURE PRIORITIES

Current ⬤ Future ⬤

Utilisation of Artificial Intelligent enabled Telephony and Chatbots within your Customer Service Strategy
25.29%   74.71%

Cognitive Computing
5.45%   94.55%

RPA (Robotic Process Automation)
20.23%   79.77%

Self Service – staff
82.49%   17.51%

Self Service – citizen
78.21%   21.79%

Some priorities such as cognitive computing are considered primarily a future focus for the group.

However, the majority of the group specified that innovations enabling self-service for both staff and citizens need to be prioritised urgently.
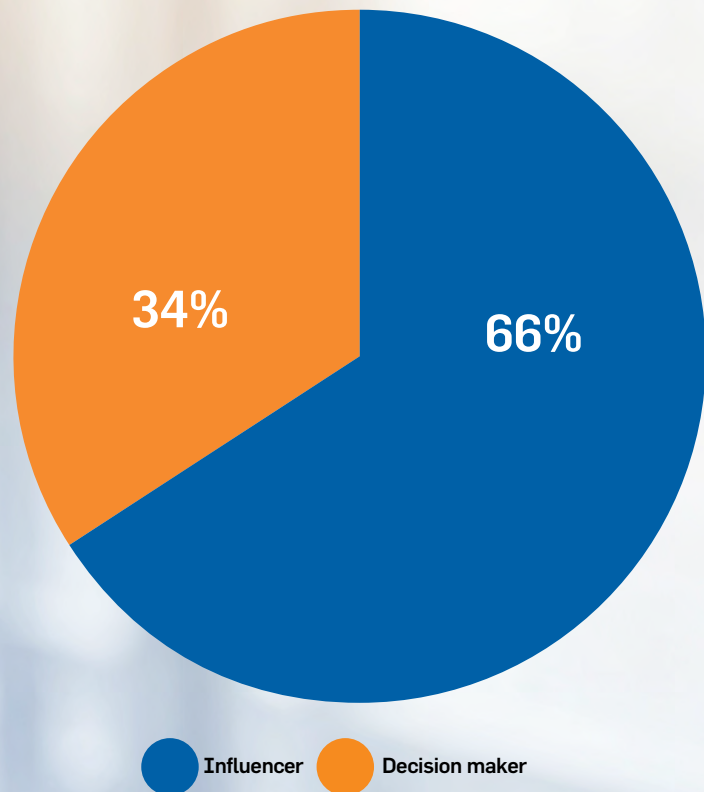
DELIVERY ON THE CLOUD

How important is it for your organisation that your key administration applications are delivered as a Cloud service and are easily accessible on any device by your end users?

- ● **Very Important**
- ● **Important**
- ● **Not Important**

Pie chart:
- 44% Very Important
- 44% Important
- 12% Not Important

The group stressed how crucial it is that their administration applications are on the cloud, with councils seeking ways to reduce costs while making their services more personalised, user-responsive and easier to access.

The channels in which citizens engage with authorities is changing and transformation is needed in service delivery as well as internal processes.
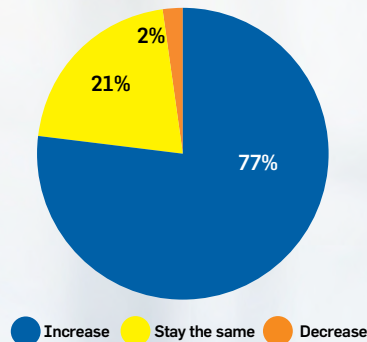
IT PURCHASING 'DECISION MAKER' OR 'INFLUENCER'

66%

34%

- **Influencer**
- **Decision maker**

AS A DECISION MAKER, ICT SPEND WILL LIKELY

7%

33%

60%

- Increase
- Stay the same
- Decrease
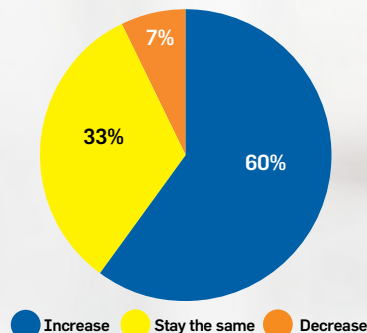
AS AN INFLUENCER, ICT SPEND WILL IDEALLY
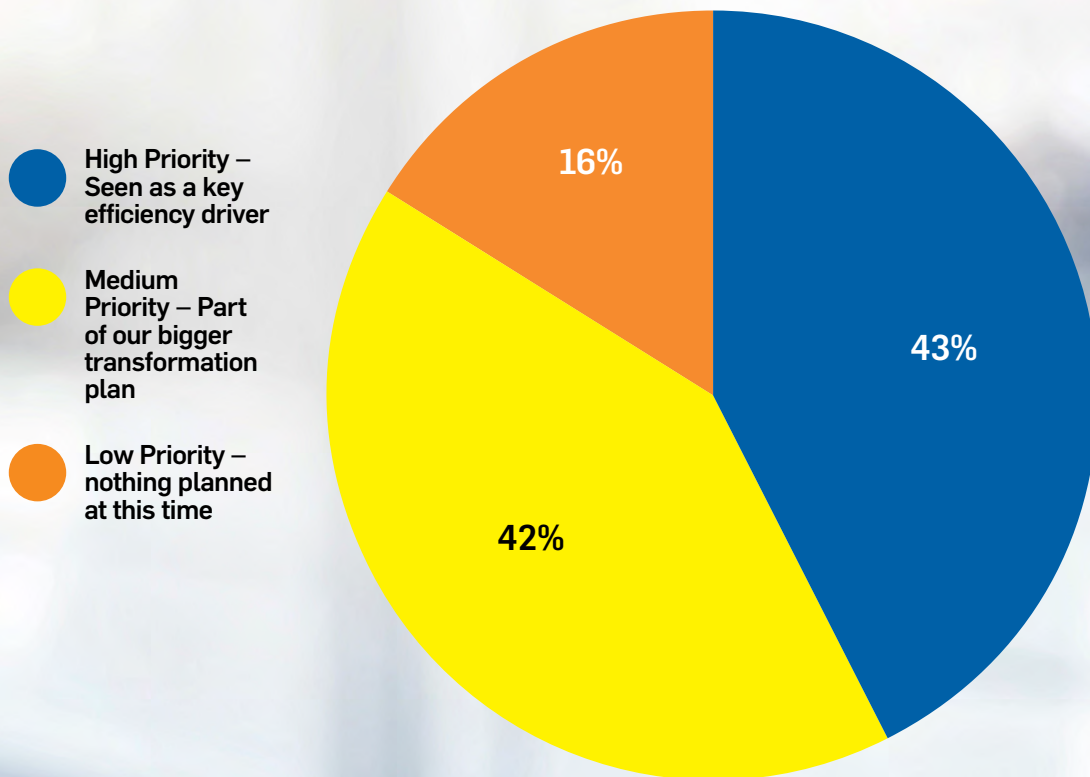
2%

21%

77%

- Increase
- Stay the same
- Decrease

IT spend is planned to increase in the future, and the overwhelming majority of respondents wish for even higher adoption of new technologies.

The major influencers of the group who directly influence solution purchasing decisions understand that their IT spend needs to increase to meet wider departmental initiatives.

WORKFORCE MANAGEMENT

Can you rate your need on how your workforce is scheduled to ensure the right person at the right time is sent to the right job?

- ● **High Priority –** Seen as a key efficiency driver
- ● **Medium Priority –** Part of our bigger transformation plan
- ● **Low Priority –** nothing planned at this time

43%

42%

16%

Ensuring staff schedules are managed effectively and that the most appropriate people are selected for each job was regarded as critical by the group.

A low percentage of respondents did not consider this as a key efficiency driver or part of their bigger transformation plan.
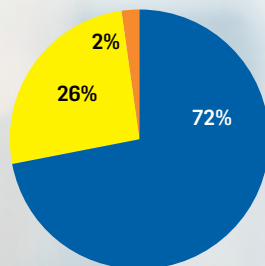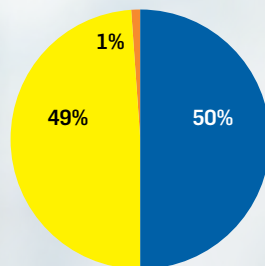
SPEND MAPPING

CLOUD SERVICES
- Increase: 61%
- Stay the same: 37%
- Decrease: 1%
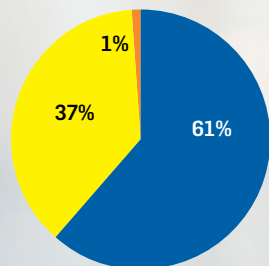
Legend: ● Increase ● Stay the same ● Decrease

MOBILITY / MOBILE APPLICATIONS
- Increase: 72%
- Stay the same: 26%
- Decrease: 2%

Legend: ● Increase ● Stay the same ● Decrease

CYBER SECURITY
- Increase: 50%
- Stay the same: 49%
- Decrease: 1%

Legend: ● Increase ● Stay the same ● Decrease

AI AND ROBOTIC PROCESS AUTOMATION
- Increase: 47%
- Stay the same: 52%
- Decrease: 2%
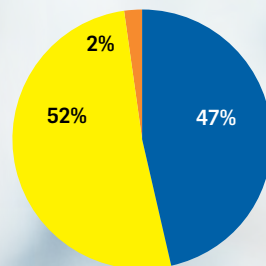
Legend: ● Increase ● Stay the same ● Decrease

BIG DATA AND PREDICTIVE ANALYTICS
- Increase: 50%
- Stay the same: 49%
- Decrease: 1%
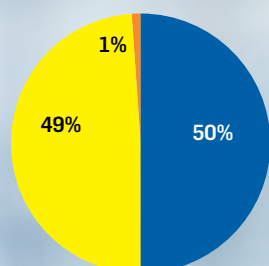
Legend: ● Increase ● Stay the same ● Decrease

BUSINESS INTELLIGENCE
- Increase: 55%
- Stay the same: 44%
- Decrease: 1%
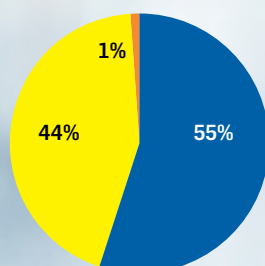
Legend: ● Increase ● Stay the same ● Decrease

PERFORMANCE MANAGEMENT
- Increase: 45%
- Stay the same: 53%
- Decrease: 2%
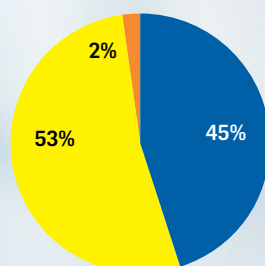
Legend: ● Increase ● Stay the same ● Decrease

DATA ANALYTICS
- Increase: 56%
- Stay the same: 44%
- Decrease: 1%
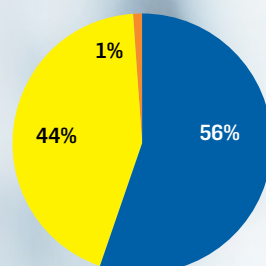
Legend: ● Increase ● Stay the same ● Decrease

Technologies surrounding mobility, cloud and business intelligence are very much at the forefront of our group's budget plans.

Local authorities have considerable challenges digitising their legacy infrastructure but understand this must become a reality in order to underpin future delivery of services and technology.

STRATEGY FORUMS
Live Events

FORUM iQ
Analytics & Research

FORUM LINK
Collaboration App

All our Strategy Forums combine industry leading searchable analytics through Forum IQ - our delegate discovery platform. Key client investment data is blended with enhanced networking capability via our Forum Link app for everyone to intelligently connect through multi-channel exchanges during our live Strategy Forums.

Deep understanding and clever tech connecting smart people in smooth interactions. Goodbye static conferences, hello evolution.

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