



# Local Gov Strategy Forum

15th and 16th October 2019

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**Research Report**

Total Delegate Group: **247**



This report is based on survey findings of the delegates for the Local Gov Strategy Forum on the 15th and 16th October 2019, comprising of 247 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

**56**

C-level &  
Director

**73**

Head of  
Department

**111**

Senior  
Management

**7**

Other



# MAIN FINDINGS OF THE REPORT



## SERVICE IMPROVEMENT

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



## CLOUD DELIVERY

Ensuring services are easily accessible on the cloud 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 Assistant Director of Improvement & Technology at Hertfordshire County Council**

- How to embed cultural change to maximise the value of big shifts in software, e.g. 0365
- Communicating the value of moving to the cloud
- Transformation to help address funding and demographic challenges

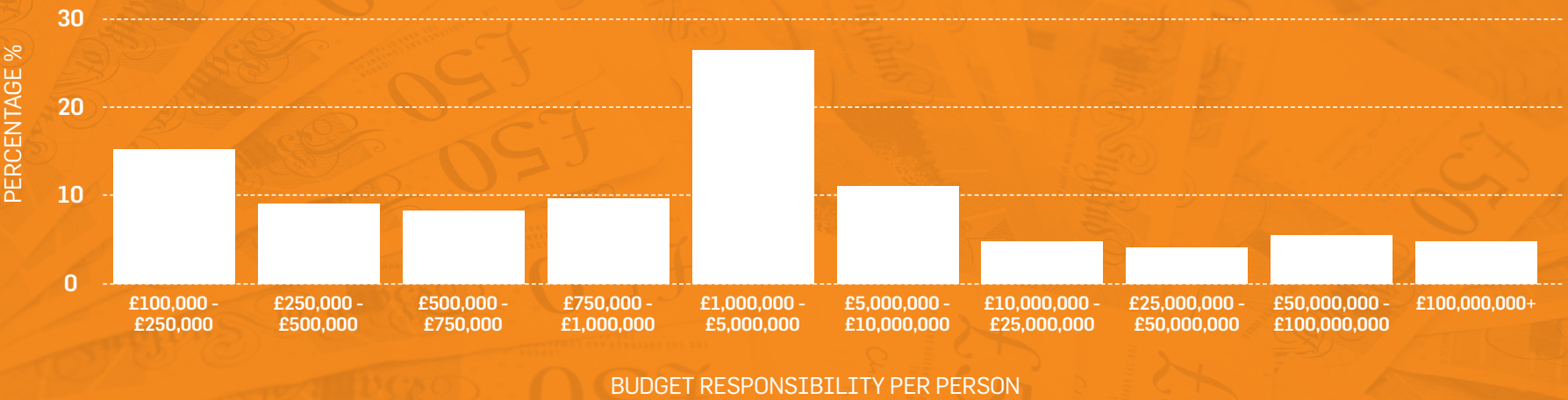
## **The key issues being tackled by the Director of Workforce and Transformation at Shropshire Council:**

- Systems, processes and technology that enable mobile and agile working
- Use of artificial intelligence to enhance digital transformation
- Technological solutions to improve workforce wellbeing

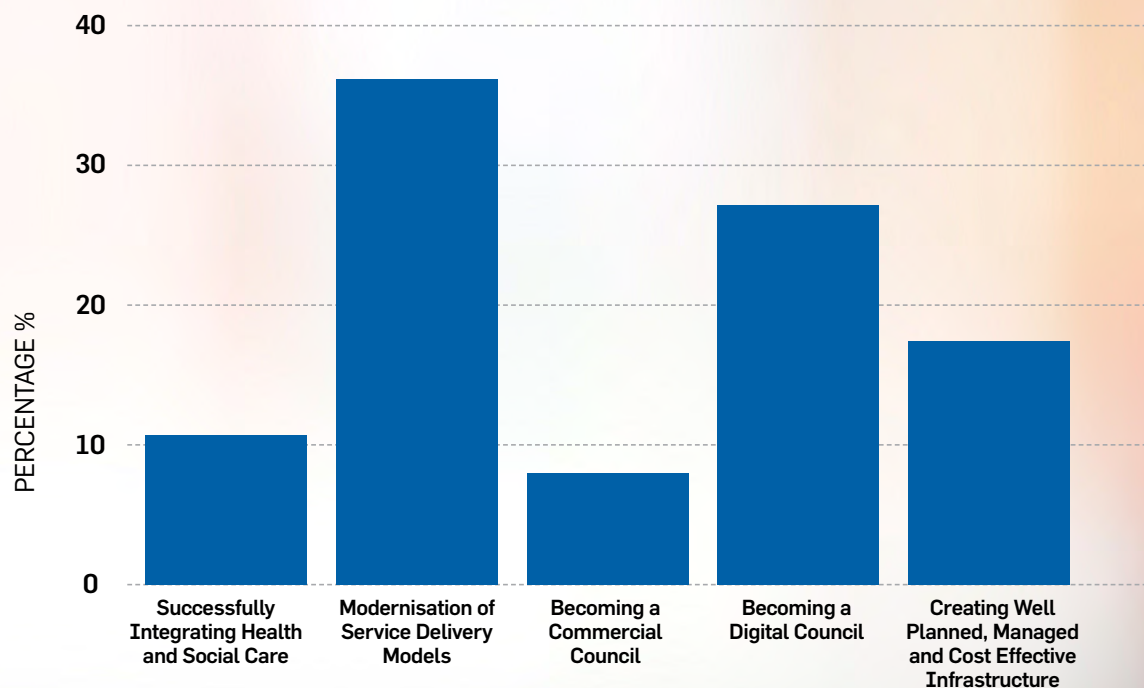


# COMBINED SPENDING POWER OF GROUP

# £3.7 Billion



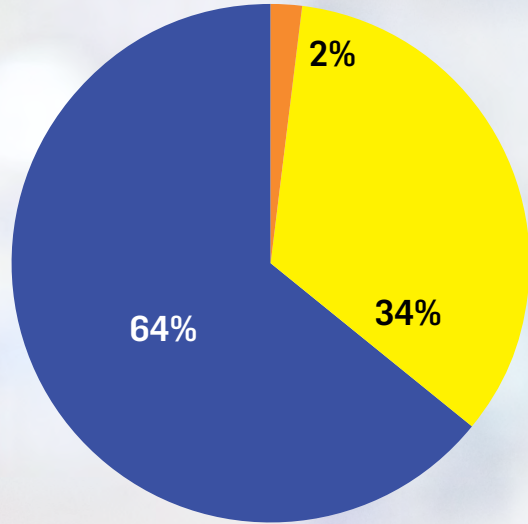
# TOP STRATEGIC PRIORITY



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

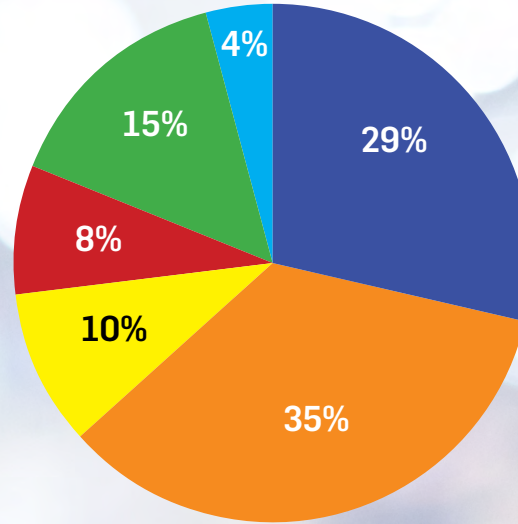
Much of the group also emphasised the need to digitise their processes and their engagement with citizens.

## 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

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



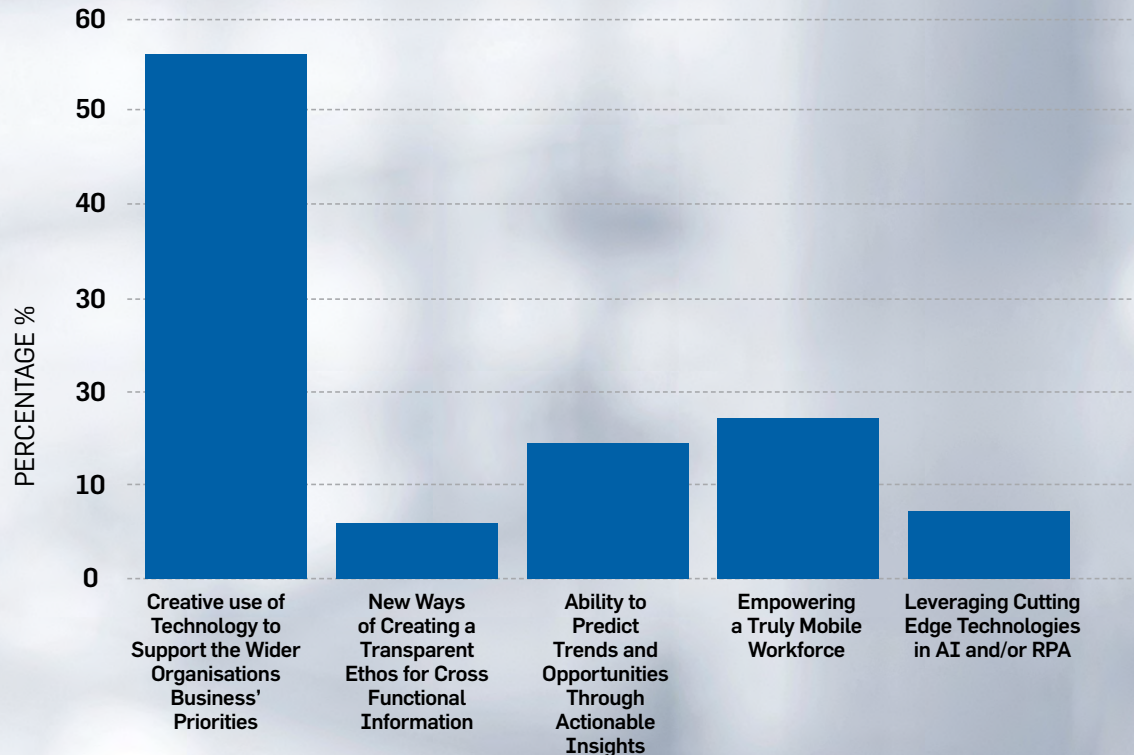
- Internal Performance Management
- Health and Social Care Integration
- Implementation of a Shared Service
- Estate Rationalisation
- Housing
- Community Regeneration Projects

Most of the group are urgently making digital changes across the organisation to achieve these targets, with only 2% considering this a low priority and stating how any changes will be incidental.

Integrating health and social care was highlighted as an equally crucial priority by a significant percentage of those surveyed.



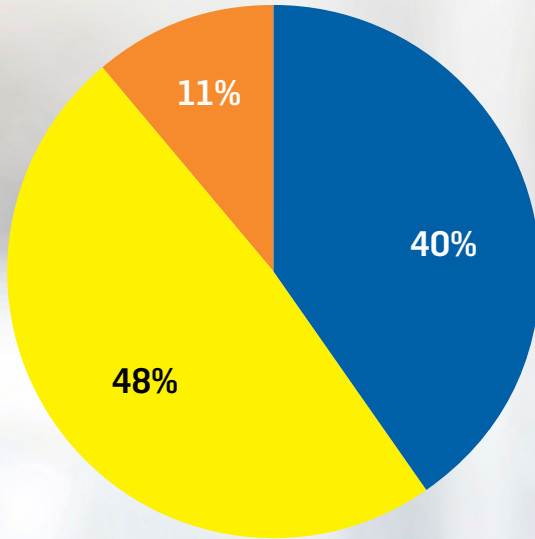
# TOP TECHNOLOGY PRIORITY



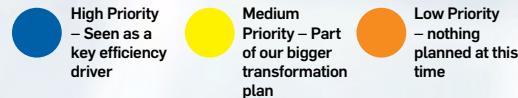
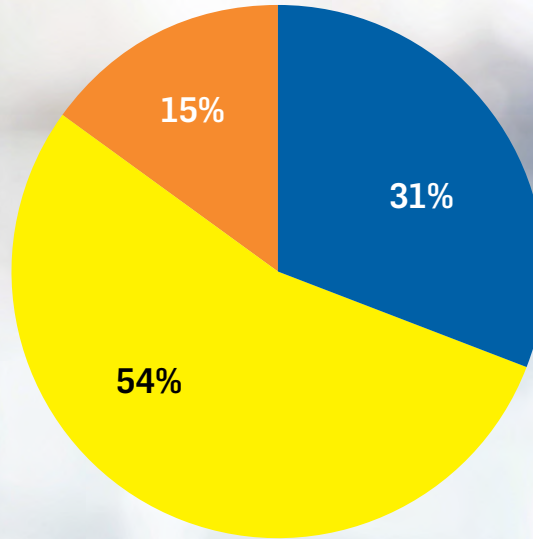
Findings from the survey demonstrated that creatively using technology to support the business' priorities across the wider organisation stood out as the most important IT priority for the group.

Leaders are developing self-service capabilities for both staff and citizens through adoption of AI and strategies are being developed with the principle of being proactive - not reactive - in terms of new technology advancements.

**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?**



**Rank your organisation's ability to deliver self service standardised reporting across all departments**

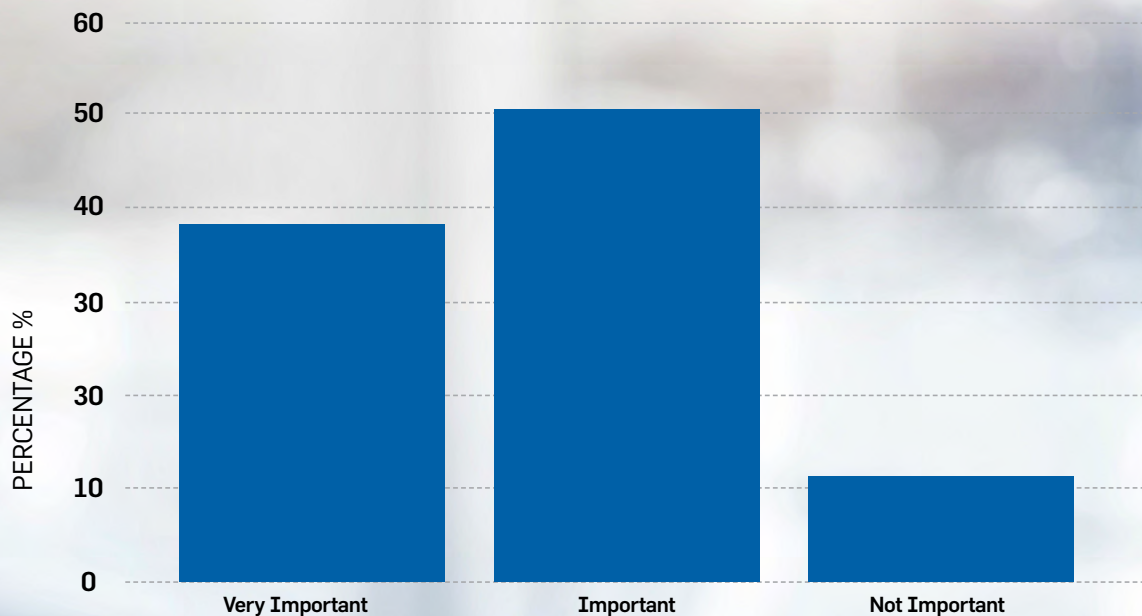


Ensuring teams are managed effectively and that the most appropriate people are selected for each project was regarded as critical by the group.

There is also a drive to put the power of BI into the hands of staff and improve how self-service reporting is delivered across all departments.

# 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?



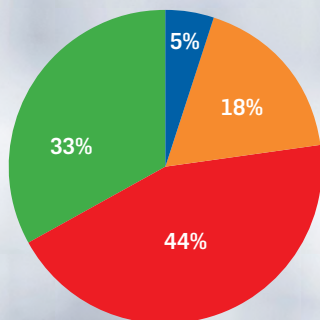
The group stressed how important it is that their administration applications are on the cloud, with councils seeking ways to reduce costs while making their services easier to access, user-responsive and easier to access.

The channels in which citizens engage with authorities is changing and transformation is needed in service delivery as well as internal processes.



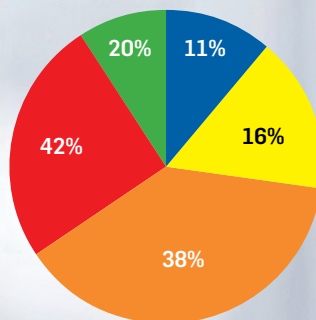
# HR CHALLENGES

## PEOPLE MANAGEMENT



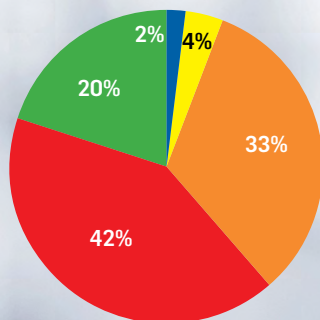
● Not Important ● Barely Important ● Fairly Important  
● Very Important ● Extremely Important

## PAYROLL



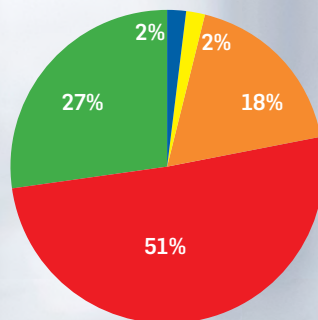
● Not Important ● Barely Important ● Fairly Important  
● Very Important ● Extremely Important

## MOBILE SOLUTIONS



● Not Important ● Barely Important ● Fairly Important  
● Very Important ● Extremely Important

## TRAINING



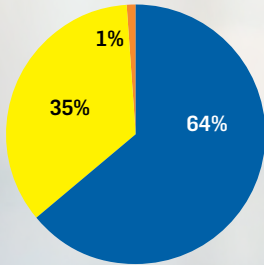
● Not Important ● Barely Important ● Fairly Important  
● Very Important ● Extremely Important

Besides the other strategic and IT challenges being tackled by local authority leaders, HR issues were shown to be key focus areas for the group.

Respondents highlighted people management as a significant priority and there is a push to ensure staff are adequately trained so that they can deliver services more effectively.

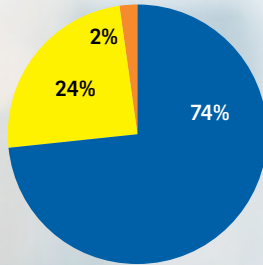
# SPEND MAPPING

CLOUD SERVICES



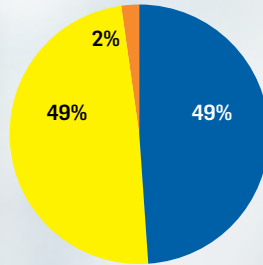
● Increase ● Stay the same  
● Decrease

MOBILITY / MOBILE APPLICATIONS



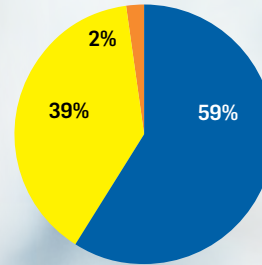
● Increase ● Stay the same  
● Decrease

CYBER SECURITY



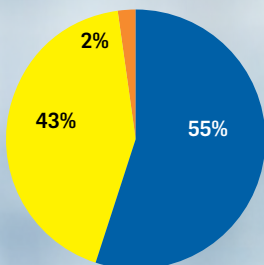
● Increase ● Stay the same  
● Decrease

AI AND ROBOTIC PROCESS AUTOMATION



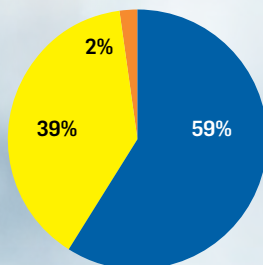
● Increase ● Stay the same  
● Decrease

BIG DATA AND PREDICTIVE ANALYTICS



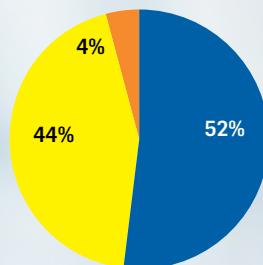
● Increase ● Stay the same  
● Decrease

BUSINESS INTELLIGENCE



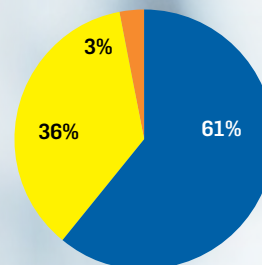
● Increase ● Stay the same  
● Decrease

PERFORMANCE MANAGEMENT



● Increase ● Stay the same  
● Decrease

DATA ANALYTICS



● Increase ● Stay the same  
● Decrease

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

There is also an upward trend in local authorities planning to invest in AI and RPA, with leaders seeking ways to improve efficiencies and modernise service delivery.



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