



Location data in Public Sector - Digital Trends

Mark Lumley – Socitm

London Borough of Hounslow

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Who Socitm are

The professional network for leaders engaged in the innovation and modernisation of public services



Over 2,000 members - CIOs, CDOs, CTOs, directors, heads of ICT and digital leaders



Vice-President's policy theme – Responsible use of technologies and data

How do we understand and promote the ethical, responsible and secure use of technologies?

This includes the data generated and stored and the public service designs, processes and interactions they enable. It also extends to the outcomes they generate. All this while ensuring public benefit and minimising unintended consequences.

In practical terms, what do we mean by ethics and how do we apply them?



Vice-President's policy theme – key areas



Champion the ethical use of technologies and data so that they do good not harm, are used fairly and operate transparently.



Promote the five traits of responsible use of technology and data: technical knowledge, social responsibility, foundation of trust, ethical deliberation and leadership commitment.



Align, in partnership with the Cyber Technical Advisory Group (C-TAG), local public sector technology and data security with the wider aims and objectives of the National Cyber Security Strategy and Secure Connected Places programme.



Advocate the wider adoption and application of ethical and security practices in accordance with the Seven Principles of Public Life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership, and the Local Public Service Senior Managers: Code of Ethics.



Mark Lumley, Vice-President

Policy theme: Responsible use of technologies and data



Resilient people, communities and places

- Building on the phenomenal response of local authorities and the wider public sector to Covid-19
- Sustaining the step changes that local public service providers have taken
- Harnessing digital – cultures, capabilities, technologies and data – to enhance the resilience of people, communities, organisations and places.



Socitm Connects – connected places model



Championing place-based regeneration, sustainability and connectivity to address the impact and ongoing challenges of Covid-19. Embedding local public sector innovation, technology and modernisation at the heart of post-Covid recovery so that it will enable the growth and development of resilient people, resilient communities, and resilient places by:



Creating social and economic wealth



Increasing the health and wellbeing of all



Improving productivity and employment



Establishing resilient, sustainable, socially just ecologically safe places in which people and communities can thrive



Regeneration frontline – connected places service outcomes



Food



Connectivity



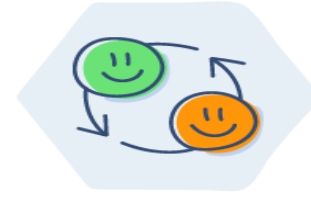
Political voice



Sustainable economies



Water



Community



Social equity



Education



Health



Mobility



Equality in diversity



Jobs and income



Housing



Culture



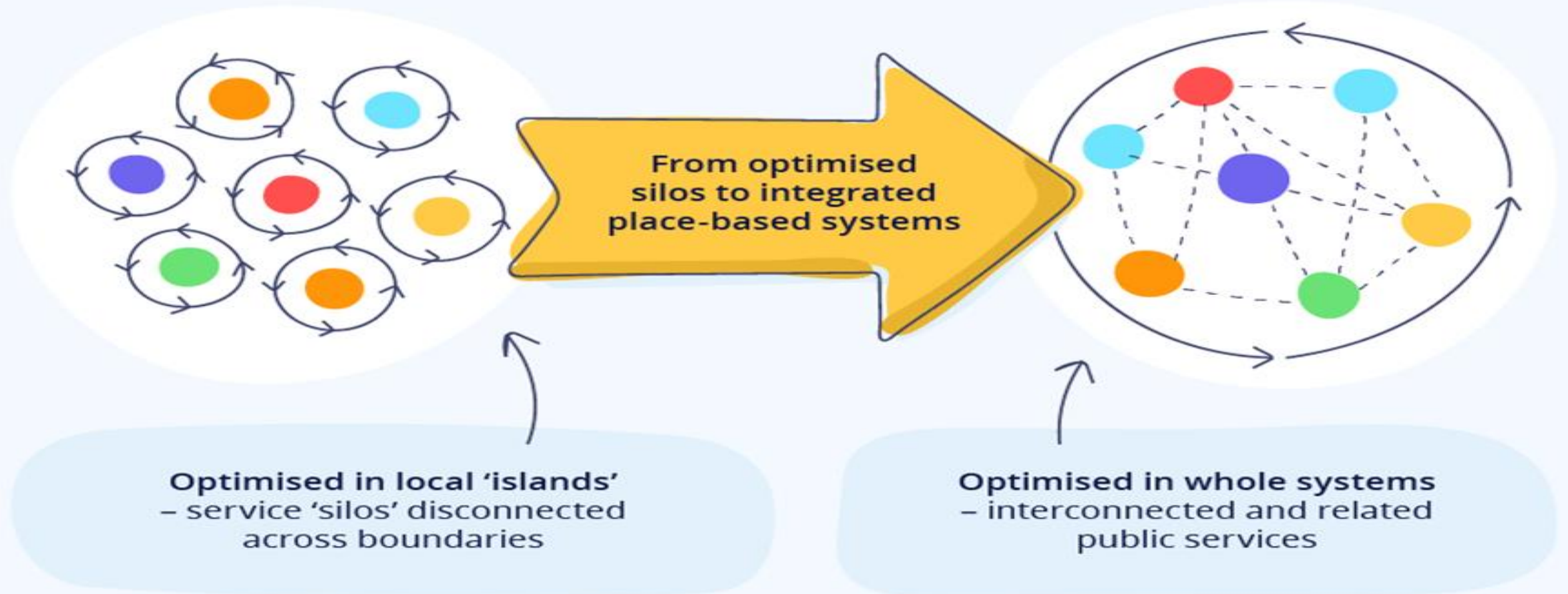
Peace and justice



Energy security



Connected places – using systems thinking to develop new digital services that cross boundaries of related public services in an area becomes a central strategic focus: **Digital Trends 2023**



Resilient People Communities and Places

Resilient people, communities and places

St. George's House consultation

July 2021



Regeneration through ethical change
Across the UK, local authorities are leading place-based, post-Covid strategic recovery

Healthy ...with nutritious food, clean water, good health, and decent housing
Connected ...by internet connectivity, urban/rural mobility, a sense of community, and access to culture
Empowered ...with political voice, social equity, equality in diversity including gender and social equality, and peace and justice
Enabled ...with sustainable economies, good education, decent work, sufficient income, and access to affordable energy

Food: Everyone can reliably afford and access suitable food to meet their needs for energy, nutrition and social and cultural connection, with dignity and without resort to emergency food aid. See: [East of England Food Strategy](#), [Greater London Food Strategy](#), [Greater Manchester Strategy](#)

Water: Public water is accessible, attractive, clean and safe for all uses. Water community water resources are managed so that they are small community water systems now and in the future. See: [London Water Strategy](#), [Greater London Water Strategy](#)

Health: All people have an equal chance of living a healthy life, regardless of socioeconomic status, or background. Communities build from the necessary wellbeing support arrangements, especially in areas with limited health care facilities. See: [Greater London Health Strategy](#), [Greater London Health Strategy](#), [Greater London Health Strategy](#)

Housing: There is sufficient availability of diverse, affordable, safe, sustainable and resilient housing that supports individuals, families and communities to flourish. See: [East of England Housing Strategy](#), [Greater London Housing Strategy](#), [Greater London Housing Strategy](#)

Culture: All citizens and visitors are provided with a high-quality inclusive and diverse cultural offering that helps stimulate social cohesion and leads to increased community based innovation, cultural diversity and civic engagement. See: [East of England Culture Strategy](#), [Greater London Culture Strategy](#)

Equality in diversity: Progress is in place, inclusive and sustainable places where the needs, opportunities, responsibilities and goals of individuals and groups are recognised and valued. See: [East of England Equality in Diversity Strategy](#), [Greater London Equality in Diversity Strategy](#)

Peace and justice: Supporting positive, inclusive and sustainable communities that provide access to justice for all, and effective, accountable and inclusive institutions at all levels. See: [East of England Peace and Justice Strategy](#), [Greater London Peace and Justice Strategy](#)

Energy security: Champion the reduction of energy consumption to cut carbon emissions and improve wider energy security, exploring suitable opportunities for local energy generation and conservation of resources. See: [East of England Energy Security Strategy](#), [Greater London Energy Security Strategy](#)

Jobs and incomes: A place where every resident has access to skills development and employment opportunities that provide decent work and adequate income for all. See: [East of England Jobs and Incomes Strategy](#), [Greater London Jobs and Incomes Strategy](#)

Education: Every child receives a good education in a high-quality school environment. Educational institutions should ensure that students have the digital skills to fit the jobs of today and tomorrow, and to reap the potential rewards of lifelong digital learning. See: [East of England Education Strategy](#), [Greater London Education Strategy](#)

Jobs and incomes: A place where every resident has access to skills development and employment opportunities that provide decent work and adequate income for all. See: [East of England Jobs and Incomes Strategy](#), [Greater London Jobs and Incomes Strategy](#)

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Reset, Reform, Renew, Resilient

Socitm prospectus for place-based post-Covid recovery

June 2021

Local government digitisation outcomes

- Connectivity** - Residents, council officers and organisations can access both the internet and council services uninterrupted, wherever they are in the community.
- Data** - The council's data practices are focused on improving services, facilitating innovation and informing policy making. The council uses recognised data standards, meets data security requirements, protects residents' rights and ethically manages data as it works toward more efficient and effective data collection, access, use and reuse, sharing and linking, and maintenance.
- Democracy** - The council makes maximum use of digital technology to improve councillor attendance, increase community engagement and collaboration, improve transparency, and optimise democratic decision making.
- Ethics** - The council uses digital technology in pursuit of the common good and does no harm; it preserves human agency, is fair, transparent, and environmentally friendly.
- Inclusion** - The benefits of the internet, digital technologies and digital services are available and accessible to everyone.
- Leadership** - The council's leaders drive the use of digital technology to achieve both strategic and operational goals, create conditions which facilitate organisational transformation, and are mindful of the opportunities and risks that digital technology brings. They lead an organisational culture that is open, digitally aware, and resident-focused.
- Local productivity** - The council supports the use of digital technology by local businesses, partners and third sector organisations, and ensures they can access the internet and the capability to benefit from the engagement it enables.
- Organisational capability** - The council puts digital technologies at the heart of the way it works and trains its workforce in how to use them. It has a culture that values, incentivises, and expects digital ways of working from every member of its workforce. It actively develops its workforce's expertise within the digital, data, technology and cyber professions and has talent pipelines to benefit retention and relieve pressure on recruitment.
- Partnership** - The council works with public, private and third sector partners to ensure an integrated, cohesive, and resident-focused approach to public sector digital transformation and digital service provision.
- Security and resilience** - Cyber security risk is minimised, and the council is resilient to cyber attack. The council's networks, infrastructure and services are as secure as possible from the moment of first implementation to decommission. The information and data on them, and located elsewhere, is appropriately confidential, available and of sufficient integrity and the public can use the council's digital services with confidence and trust.
- Services** - The council's services are designed around the needs of residents and users, and prioritise them over professional, organisational and technological silos. Services are guided by the government's ten design principles, 'The Service Standard' the Technology Code of Practice and the Digital, Data and Technology Playbook.
- Value** - The council targets its resources effectively, it harnesses the opportunity of digital, data and technology solutions to ensure they provide efficiencies and savings for local people and public sector budgets.

www.socitm.net

Socitm Connects

Socitm's 2022-25 strategy to support resilient people, communities, organisations and places

July 2021

Public sector digital trends 2023

External drivers







- Environmental breakdown, climate change and net zero targets
- New models of working and underused office space
- Pay restraints, recruitment and retention pressures, and disrupted labour markets
- Energy costs, inflation and global economic downturn
- Post-Covid legacy costs, rationalisation, and disrupted markets and supply chains
- Changing expectations and demands from citizens
- Social and digital exclusion
- War in Ukraine, Brexit (in the UK) and other unforeseen events



Digital trends

-  **Cyber resilience** – collaboration across connected places and communities
-  **Data explodes silos** – breaking the ‘public policy impasse’ over deep-seated local problems
-  **Connected places** – using systems thinking to develop new digital services that cross boundaries of related public services in an area becomes a central strategic focus
-  **Customer service** – exploiting digital possibilities and connections to address more complex service needs
-  **Digital, data and technology skills** – data leadership and management, merging of CIO and CDO roles, and recruitment and retention of skills
-  **Digital health** – part of an ecosystem of local public services enabled by significant advances in digital innovation
-  **Inclusivity and equality** – an explosion of digital services that risks worsening digital exclusion and inequality
-  **Market disruption** – recessionary and inflationary pressures, acquisitions, scaling-back and collapse of IT/digital suppliers
-  **Faster development** – new methods, tools and technologies, such as low-code, tackling legacy barriers and outdated policies, practices and governance
-  **Digital identity** – easy access for citizens, linking systems and related services, and privacy and security protection
-  **Hybrid working** – blended working styles, locations and technologies that support smarter use of physical building assets
-  **Green and sustainable** – harnessing digital to combat climate change, accelerate towards net zero and reduce its own carbon footprint

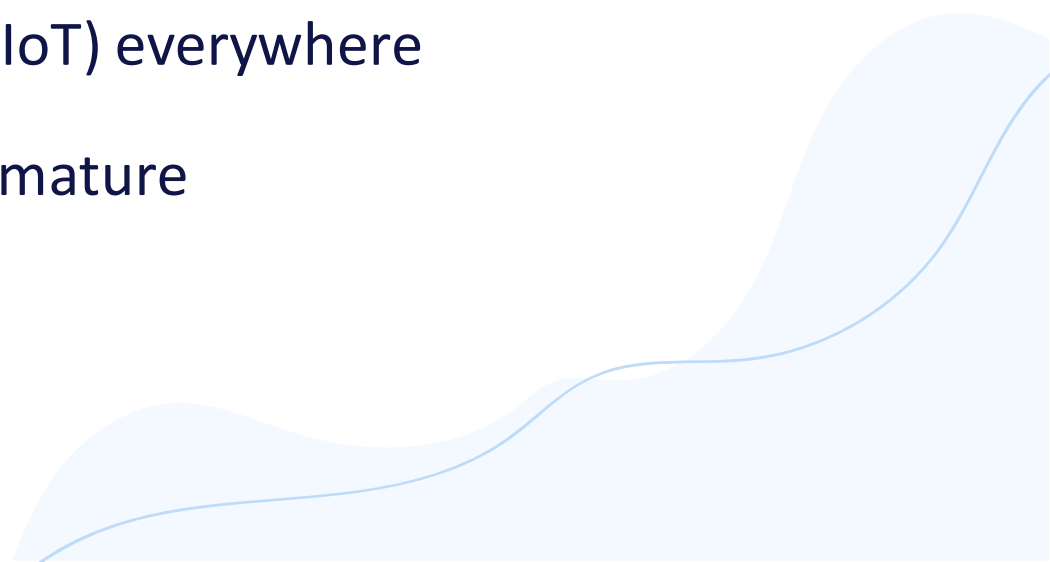
Technology enablers

-  **Applied artificial intelligence and automation**
-  **Augmented reality and ‘digital twins’**
-  **Internet of things (IoT) everywhere**
-  **Apps multiply and mature**
-  **Tackling IT legacy**
-  **IT infrastructure pressures**





The 'top six' technology enablers from Digital Trends

1. Applied artificial intelligence and automation
 2. Augmented reality and 'digital twins'
 3. Tackling IT legacies
 4. IT infrastructure pressures
 5. Internet of things (IoT) everywhere
 6. Apps multiply and mature
- 



Why cyber threats to local government are growing - Digital Trends 2023



Local government is variable in its cyber maturity stance, with some councils carrying vulnerabilities, particularly in governance, training and awareness.

To attack supply chains or connected networks for commercial advantage

To steal data, identities or create possibilities for fraud or extortion

To access confidential information in order to benefit or to gain influence

Why cyber threats to local government are growing



To exploit new technologies, such as AI and sophisticated malware that generate 'deepfakes'

To exploit current circumstances for personal gain or to create disruption



Local government protects communities from external factors, making it an attractive target.



Local government is often at the forefront of exploiting new IT with new cyber risk attached.



Local government has a growing political dimension to cyber, including in protecting democracy, reputation and services.

The role of IT and digital in tackling climate change and environmental breakdown - **Digital Trends 2023**

The challenges

Improved use of energy	1-9
Tracking and analysing system impacts	2, 5, 8
Helping citizens to combat energy loss	2, 4-6, 8
Reduced travel	1-3, 5-7, 9
Encouraging low carbon business	3-9
Reuse and disposal of technology	5, 9
Reducing the impact of IT – supply and use	1-2, 5, 9
Net zero targets monitoring	2-5, 7-8

Evidenced 2023 digital priorities

- 1 Virtual teams
- 2 Internet of things
- 3 Smart buildings
- 4 Intelligent energy systems
- 5 Smart cities
- 6 EV charging points
- 7 Supply chain management
- 8 Data analytics
- 9 Cloud adoption



Place in the future...the future is now?

- Fix the plumbing – the importance of getting the basics right, together with embedding data quality across your organisation but the future is now - AI is here already
- Genuine placed based leadership – the research from Socitm leads us to really be thinking about the place and working across our traditional boundaries
- Ensure local services can be local – ensuring we have the right data in the right place enables us to genuinely develop services with partners based on local needs
- Thinking Up and Out - Leadership role / Bringing data alive / Trust and engagement / Senior Managers & Councilors
- 📎 Learning from others – huge amount happening – use Socitm – use GeoPlace

