The journey to #DigitalSouthwark

Dionne Lowndes
Chief Digital & Technology Officer

Hitachi Solutions

Ready for reset

Strategic License

Post COVID – it is time to reset digital channels into a new normal

local focus, ensuring supply chains and new ways of social interaction through technology

Services will need to be re-enabled to be digital first and in many cases, digital only

Key Reflections

During the outbreak, local authorities proactively shared what they produced with each other at increased velocity, knowing that it was more important than ever to avoid reinventing the wheel. This approach to repurposing and collaboration, like digital transformation, has increased. We need that to continue as local government resets.

⚙ Hitachi Solutions

"Collaboration is the new target operating model"

- Lou Down

Digital Citizen – Vulnerability Hub

What did we do:

- This encouraged collaboration between different authorities and open communiciation about how to overcome the new pressures brought on by COVID-19. In response to COVID-19 Southwark developed a 'Vulnerability Hub' which is built on the Power Platform, using Dynamics 365 to respond to resident needs in partnership with Lewisham and Brent

- Enabled the council to use volunteers, charities, and existing services to deliver vital supplies as well as services to those shielding or identified through data analysis that would need support.

What worked well:

- Allowed a fast assessment of needs and how residents could be supported, tracking communications with them and provides structured reporting and dashboards

- Agile – deployment The technology platform is underpinned by a secure and scalable data repository and controls which types of users can access it. Data can be uploaded through data flows or Excel spreadsheets.

What will we take from it – post COVID-19:

- Identified need to share data internally and with partners/single record

- Ability to work at a faster pace to deploy technology

⊛Hitachi Solutions

Children's Services – Supporting Families

Background:

- ⊘ Children's Services within local authorities have a responsibility to identify families that may require support

Objective:

- ⊘ Bring together disparate data sources that provide insight on individual attributes of families into a 360-degree view

Result:

- ⊘ Local authorities being able to identify more families that may potentially require support now or in the future

Hitachi Solutions

Power of Partnerships

⊘ On the consultancy side, Hitachi supported Southwark in understanding their different strategies, from the council's business plan, customer access strategy, digital and technology strategy, and how that fitted with the services it wanted to deliver underpinned by technology.

⊘ Hitachi provided a technology investment roadmap for Southwark, based on an analysis of the problems the council was encountering and the legacy applications in place.

⊘ At the beginning of the pandemic, Hitachi played an important role in Southwark's response, advising on how the council delivered shielding and track-and-trace services and leading on the creation of the "vulnerability hub", which gave Southwark a clear view of the residents most in need.

Hitachi Solutions