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behalf of SOLACE

SPREADING THE BENEFITS OF DIGITAL PARTICIPATION



Local Government ICT Board

- **Formed in response to John McClelland's review of Public Sector ICT infrastructure in Scotland**
- **Recommendation that each sector have a sectoral board**
- **Role of Board is to Provide leadership**
 - Strategy
 - Implementation
 - To join up strategic opportunity with technology opportunity



The Board

- Chief Executives of Councils
- Senior it managers
- Scotland Excel (our shared procurement organisation)
- The Improvement Service
- Scottish Government



The Environment for ICT in Local Government

Cost pressures

- ICT cost reduction
- ICT to automate and reduce process cost
- [McClelland Review of Public Sector infrastructure](#)

Customer expectations

- More services on-line
- 24/7
- [Digital Scotland](#)

Increasing demand for services

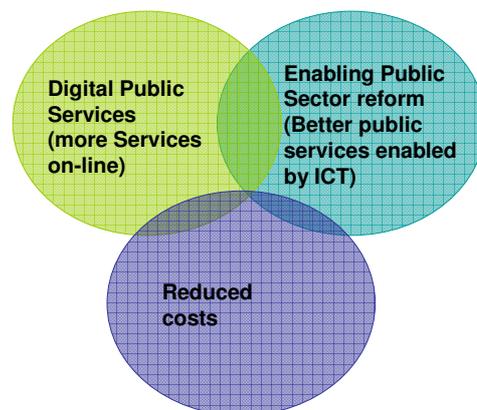
- Ageing population
- Health and social issues
- [Christie Commission \(prevention, partnership, people, performance\)](#)

Digital Scotland

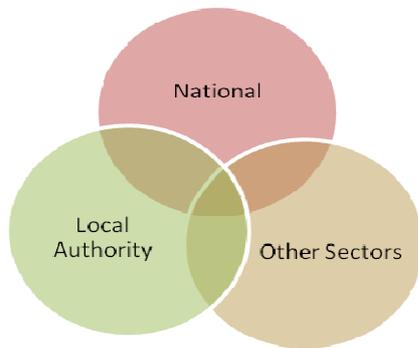
- **Our cities need to be connected to the highest available broadband speeds to be competitive**
- **Our Universities have to be at the forefront of digital technologies**
 - Developing new technologies
 - Developing the skills of students
- **We all need the highest skills levels for Scotland to be competitive**
 - Starting in schools and nurseries
- **Access to public services online**

What do we want a strategy to deliver?

- Public services that are high quality, continually improving, efficient and responsive to local needs.



Approach to Delivery



- Build on national initiatives led by the Scottish Government
- Partnership with other public sector bodies , especially the NHS
- Work across the 32 councils in Scotland

What are the priorities for digital participation

How much can we force the pace of change

- **Digital by default or Digital first**

The priorities for digital participation

- **Poverty**
- **Rural**
- **Disability**
- **Age**



Poverty

- **Digital access is a cost that some struggle to afford**
 - Access via TV
 - Mobile rather than landline
 - Use of public facilities such as libraries and free wifi zones.
- **It can be used to address poverty**
 - Early years work in Holland
- **Challenges remain**
 - BYOD in schools
 - Looked after children



Rural Issues

- **The national Broadband initiative will ensure that**
 - 85% have access to fast broadband
 - The remainder 2Mbits
- **Digital has been an enabler for many communities**
 - Some very innovative community projects to improve access
 - Access to public services eg telehealth



Disability

We are only at the start of how digital can help

- E books**

- Font and contrast
- Dyslexia
- Read aloud options

- Telecare**

- Independence
- Social connections

- Prevention and management of chronic illness**



Age

- Older people or age?**

- Knowledge
- Fear

- Challenges**

- Devices that cant break
- intuitive
- Easy to use with sight or hearing problems



Conclusions

Digital can cause exclusion or enable inclusion

The role of the public sector has to be to ensure that digital is an enabler for inclusion



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Digital is about connecting people