

ANGUS COUNCIL

POLICY & RESOURCE COMMITTEE – 28 JANUARY 2020

INFORMATION REPORT FOR THE PERIOD 2015 TO 10 JANUARY 2020

REPORT BY MARK ARMSTRONG, DEPUTE CHIEF EXECUTIVE

ABSTRACT

This report provides information to members with regard to services across the Council albeit that a decision is not required in terms of the current Scheme of Delegation to Officers and the Order of Reference of Committees.

1. BACKGROUND

Angus Council, at a special meeting on 19 November 2013 took a number of decisions which changed the way the Council conducted its committee business. Fundamental to this was the streamlining of processes with a focus on key strategy and policy matters.

One element of this was the production of Information Reports". These information reports summarise information that would in the past have gone to a council committee for "noting".

The information schedule is in accordance with that principle.

2. SIGNIFICANT INFORMATION - SCHEDULES

There is 1 schedule which contain key background information related to services delivered in Chief Executive's for the period 2015 to 10 January 2020. These are accessed via the Council's internet page.

Where there are references to other documents (eg: consultation documents/audit reports) that are associated with the relevant schedule a link to that document has also been included.

3. REPORT AUTHOR

This report and associated schedules has been compiled by Anna Hondzio, Like! Interreg Project Manager who can be contacted by emailing HondzioA@angus.gov.uk

Schedule 1: Like! Interreg NSR Project

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LIKE! INTERREG NSR PROJECT

ABSTRACT

This report provides an overview of the Like! Interreg North Sea Region (NSR) Project which was initiated to support the delivery of public sector digital transformation through transnational collaboration. This programme has provided an opportunity to progress the council's digital aspirations and objectives and supports the Scottish Government Digital Strategy.

This Information Report will be supported by a presentation to Committee which will be delivered by the members of the council's Like! Project team.

1. BACKGROUND

- 1.1 The Like! Interreg project was initiated in 2015 and involves **10 partners** from 5 North Sea Region Countries working together on innovative solutions for public service delivery with the use of data. Local government organisations, citizens and universities have worked collaboratively to co-create smarter and efficient services through **9 transnational pilots**. The aim of this co-operation has been to develop new skills, to share knowledge and engage with citizens, businesses and academic institutions to deliver services which better meet the needs of the communities they serve.

Like! Project has **3 core themes – Work Packages:**

1. **Local Digital Innovation Culture** giving local authorities & practitioner's new skills and knowledge to deliver innovative services and develop new ways to engage with communities.
2. These skills will be used to deliver new and innovative **Smart Services** that use information more efficiently and communicate using appropriate channels.
3. These Smart Services will in turn underpin activities to create **Digital DNA for the Neighbourhood** where a transnational digital dashboard will be developed to turn data into information.

2. PROJECT ACTIVITIES

- 2.1 Angus Council was involved in the development of the original Interreg NSR application and over the past 3 years have worked transnationally with colleagues and partners on implementing the Like! Project.
- 2.2 One of the achievements from the Council's involvement was organising and hosting in Carnoustie the extremely successful Like! Interreg mid-term conference during the summer of 2018. Partners from Belgium, Denmark, England, Germany, Netherlands and Angus all participated.
- 2.3 Angus Council has led the work across Work Package 3, Creating Local Digital Innovation Culture with its three sub-priorities: **Innovation Skills Development, New forms of Engagement, and Inclusive services.**
- 2.4 This has resulted in progressing the establishment of a digital culture within Angus through support to our workforce and citizens with the use of new and emerging technologies. Working closely with partners from Suffolk County Council, Municipality of Groningen and Municipality of Roeselare we have developed a transnational project called Digital Coaches – Digital Geniuses and shared our knowledge and ideas with other Like! partners.
- 2.5 A video which explains our involvement in the Work Package 3 and how we are working together to drive forward digital transformation is available at [Like! Creating a Digital Innovation Culture video](#)

- 2.6 We have also contributed to the publication of 30 Case Studies developed jointly with our transnational colleagues as a result of our 3 years of collaboration. More details at [Like! Interreg Case Studies](#)
- 2.7 In March 2019 Angus Council took part in the Internet of Things - Hackathon in the Netherlands. This gave us opportunity to put forward our challenges and with help from transnational digital professionals to work on the possible solutions. As a result our challenge won the Best Commercial Award. [IoT Hackathon video](#)
- 2.8 At the present moment we have 12 live projects running across Angus Council which are part of the Like! Project.
- 2.9 The project's main activities include:
- Supporting innovation skills development by providing training for the workforce and implementing the Digital Genius programme. Digital Genius programme has 15 members.
 - Supporting the digital team to develop the knowledge and skills they need to deliver the projects in the digital programme.
 - Digi-Ken Volunteering Programme is underway and is forming a strong partnership with Voluntary Action Angus, Primary Schools and local residential homes for older people. We are supporting recruitment, training and co-ordination of volunteers working on improving digital literacy skills for communities and citizens.
 - Running a very successful Digital Week on 23-27 September 2019.
 - Successfully completed 4 Participatory Budgeting pilot projects across Angus and the Young People Participatory Budgeting exercise.
 - Exploring options for innovative community engagement and introducing the Social Pinpoint platform to facilitate Participatory Budgeting discussions and voting.
 - Exploring the use of the CONSUL platform to assist with the Participatory Budgeting process to better include our citizens in our decision making.
 - The e-billing for council tax programme. By having this method in place it will reduce the numbers of bills requiring to be posted out every year.
 - Providing new digital channels for sharing information for Angus Health and Social Care Partnership: Website, Facebook and Twitter.
 - Since the launch of the [Angus Health and Social Care Partnership website](#) on the 21 Aug 2018 this has achieved 61,441 hits from around 10,283 unique users. The website now includes a service directory, live mapping and soon to include email forms. This project is now business as usual and is updated on a weekly basis if not more frequently.
 - The development of a public facing data dashboard [AHSCP dashboard](#) using open source software
 - Developing operational level dashboards using RShiny.
 - The development of new monthly reporting for various services e.g. Older People, Learning Disabilities and Occupational Therapy.
 - Developing Operational Level Dashboard using RShiny to replace spreadsheets meaning greater agile working and improved accessibility to information.
 - Working with the Local Intelligence Support Team (LIST) to enable up take of SPIRE (Supporting GPs)
 - Introducing an Automated payment telephone line into the contact centre which is available 24/7 providing customers who can't transact digitally an accessible channel to make payments thereby reducing the resource requirement of Customer Service Agents.

Like! Interreg Project in numbers:

- Approximately 520 places were filled for face to face Digital Skills Training, with support now being offered through e-learning courses.
- 159 places were filled in the workshops during Digital Skills Week.
- 1,127 Young People voted digitally in the 2018 Angus Youth Power Participatory Budgeting. This is the only Participatory Budgeting event in Angus that voting was done digitally at present. In the 2019 Youth Power PB event 1,101 Young people voted digitally.
- Together with other Like! partners we have developed 30 case studies and reached 500 readers until now.
- Angus Health Social Care Partnership website had 41,168 hits between 21 August and 31 August 2019.
- Angus Health and Social Care Partnership Facebook have 1,608 followers.
- Angus Health and Social Care Partnership Twitter have 210 followers.

- Angus Health and Social Care Partnership have seen an increase of 40% traffic from Social Media, 40% direct link to website and 20% from searching.
- Angus Health Social Care Partnership have developed strategic level performance information in the Dashboard which has had 2,200 hits since its launch.

3. CONCLUSION

- 3.1 The Like! Interreg project is now in its final stages and the Project team is currently examining how best to sustain the main activities of the project, particularly those which deliver valuable benefits to the council and our citizens.
- 3.2 This collaborative programme has helped Angus Council to share and exchange our knowledge with a range of public organisations, academic institutions, businesses and citizens. Coming together around common challenges has allowed innovative practices to be trialled across a range of services.
- 3.3 Like! has supported the co-design and co-production of new innovations in public services to meet the needs of our citizens. It has enabled the testing of models and ideas in different national contexts while evaluating their impact and identifying the lessons learned.
- 3.4 This collaborative and transnational approach has provided new insights and has accelerated learning and the implementation of change. Learning from other partners and building an understanding of how digital technologies are changing public services in other European countries has been of significant benefit to Angus Council. It has widened our digital ambition and also accelerated some of our work.
- 3.5 Many activities within Like! will be continued and we are working to sustain the transnational collaboration network that has been established.

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