

Planting the flag - a new local normal

The response of local government to the COVID-19 pandemic has been nothing short of astonishing - focusing on the things that really matter locally, adapting to new, virtual ways of working, engaging communities, adopting a risk and trust-based approach to simplifying processes, enabling residents and businesses to access the services they need, maintaining and even increasing productivity, sharing solutions ...

Emerging from the crisis are a new sense of purpose, a revived community spirit, a digital culture amongst both organisations and citizens, an increased cadence of decision-making and rapid realisation of outcomes that hitherto had proved elusive. 'Reset, reform and recovery' are starting to enter the conversation, as opposed to reverting to how things were. How can local government sustain the benefits from the new ways of working and supporting its communities? And, how can they avoid the very real risk of financial meltdown?

This document was first produced by Socitm as an input to future policy of the UK Government. It brings together the ideas and experience from members of Socitm and its partner associations (LOLA and MCE) around the world. It is work in progress but provides a good snapshot of our current thinking.



Socitm - www.socitm.net | The professional network for leaders engaged in the innovation and modernisation of public services throughout the UK.



ALGIM - www.algim.org.nz | ALGIM (Association of Local Government Information Management) provides professional development and thought leadership across a range of local government professions in New Zealand. We support traditional ICT roles, ICT infrastructure, web and digital, information and records management, customer service and GIS. Our vision is a digitally transformed, local government sector. Our mission is bringing people and technology together to deliver better services.



LOLA - www.lola-ict.org | Linked Organisation of Local Authority ICT Societies - a non-profit organisation of international ICT professional associations in Australia, Belgium, Canada, Netherlands, New Zealand, Sweden, UK and USA.



MCE - www.majorcities.eu | Major Cities of Europe - ICT Users Group is composed of over 500 leading experts of innovation from municipalities across Europe.



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Focus:

People

Place

Productivity

Tasks:

Reset

Reform

Recover

Principles:

Simplify

Standardise

Share

Sustain

Distributed, place-based leadership and delivery

- › One direction across place
- › Meaningful for people
- › Empathy for people's lives
- › Shared data and digital technology
- › Better insights and outcomes
- › Digital literacy
- › Self sustainability

e.g. Tel Aviv, Greater Manchester

Democratic engagement and renewal

- › Digital communications and engagement
- › Open and transparent
- › Accessible and equitable
- › Virtual meetings, voting, public engagement

e.g. Lyon, Norfolk

Service design

- › Broker local service delivery ecosystems
- › Co-create/co-design/co-produce across place
- › Collaborate with suppliers and other agencies
- › Harness community assets
- › Agile, low code, minimum viable product, iterate
- › Employ dynamic purchasing
- › Reform services especially relational
- › Rethink nature of services e.g. care homes vs care in the community, cash payments
- › Measure outcomes not inputs

e.g. Issy-les-Moulineaux, Vienna

Workstyles

- › Health and wellbeing mindset
- › Reduce the commute - 4 days home, 1 day office
- › Balance work - family - fitness
- › Spectrum of paid <-> volunteer roles
- › Organic and collaborative
- › Add value not inputs
- › Digital and data skills

e.g. Liverpool

Virtual infrastructure

- › Networks
- › Applications - common, cross-sectoral instances and licensing
- › Device provisioning and management
- › Identity verification and eligibility checks
- › Open standards and application programming interfaces
- › Cyber sustainable
- › Anytime, anyplace, anywhere, anyone - 100% high speed connectivity

e.g. Leeds

Data insights

- › Ethical, transparent, open standards
- › Value data especially geospatial
- › Combine across place/partners/third sector
- › Predictive analytical capability
- › Intelligence and insights
- › Balance privacy and public
- › Consumer tools
- › City/place-based capability

e.g. Barking & Dagenham

Asset rationalisation

- › Co-location
- › Flexible building spaces
- › Repurpose buildings
- › Mixed organic developments
- › Low-carbon built environment

e.g. Greater Manchester (community hubs)

Living spaces

- › Respect for nature
- › Custodians and participants
- › Value of green space - clean air and water, trees, wildlife
- › Sustainable resource lifecycles and waste management
- › Green technologies - drones, electric/hydrogen vehicles, local energy grids

e.g. City of London Corporation (late 19th century), Amsterdam

