Scotland Digital Future: Delivery of Public Services - Progress Update

User Needs and Citizen Engagement

We have seen increased uptake of online services from results of a Citizen IPSOS Mori poll in August 2015[1], which indicates that more respondents year on year are using public sector organisational websites to look for information.   The most common websites accessed by the poll respondents were NHS, Local Authorities and Police Scotland.

my diabetes my way is an NHS Scotland interactive diabetes website that supports people who have diabetes and in February 2016 it had 5,396 registered users.   In April 2014, the old sign in solution was replaced by myaccount which gives people across Scotland a secure and easy way to access public services online and latest figures show that there are now almost 89,000 online accounts. The increase in subscriber numbers is driving increased activity with over 60,000 authentication requests in January 2016 alone. Twelve organisations are currently using myaccount.   Amongst Scottish local authorities, 18 councils have adopted or are intending to adopt myaccount, with 16 planning their integration within the next 6-12 months.

mygov.scot launched as live service on 14th September 2015, figures show that up to February 2016, the product received a total of 521,789 sessions from 452,296 users, generating 937,903 page views. Users can rate pages on how useful the content was to them, keeping service design at the heart of the service and 744 ratings have been submitted showing 72.6% of users find the service useful.

Better Use of Data

Data innovation requires the public sector to make more data open under a clear policy including spatial data. In 2015 the Scottish Government launched its Open Data Strategy. With support and input from colleagues across the public sector in Scotland, a [Resource Pack](#) was designed to support the strategy, helping public authorities throughout Scotland to develop and implement their own plans for open data. Anyone who has an interest in open data can use the pack and it's and it can be used by those with little or no knowledge of the topic.

Making public data available is not a new concept, however, making the data available in such a way that allows it to be easily re-used and shared, is for many a new way of approaching the publication of data. There is a growing International Open Data movement which recognises the value of data and seeks to encourage both the publishing of it and the innovative use of data.

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[1] Scottish Government commissioned IPSOS MORI to include questions on adults' use of digital public services in their Scottish Public Opinion Monitor in August 2015. Telephone survey of 1,003 in May 2014 and 1,002 representative respondents of Scottish adults aged 16+ in 2015.

Building a Skilled and Empowered Workforce

We want a workforce that delivers high-quality digital public services and who are skilled in utilising the ICT systems that support them.

Based on survey results from a small number of public sector organisations in November 2015[2], we can see an increase on the previous year in ICT staff holding some form of ICT qualification. There were also increases in planned ICT training courses, as well as a slight fall in plans to approach consultancies for advice. Our 2015 survey results remain consistent with the results from 2014, showing (59%) of the responding organisations experienced productivity improvements as a result of using mobile technologies. 82% stated that mobile technologies had increased the proportion of their staff working from different locations and 46% stated mobile technologies had facilitated different working patterns. .

Collaboration and re-use

Collaboration is the default choice in design and delivery of services and in the deployment of ICT infrastructures to support this. There's a presumption against each organisation separately pursuing investment in and ownership of ICT assets or seeking its own capability for systems development. There's also a presumption in favour of investment avoidance and transaction/usage based payment.

Public Sector ICT Spend has increased from £769m in 2009/10 to £872m in 2014/15[3]. . This overall increase may be attributed to; inflation, the increased cost of some technology, the cyclical nature of ICT investment in given years, increased investment in infrastructure and also a channel shift in Digital/ICT to enable subsequent savings in service delivery. Spend on ICT therefore has to be considered in the wider service delivery context.

A number of Scottish Procurement national collaborative frameworks are now in place and are being utilised by the Scottish public sector, supporting key areas of the strategy, but the results to date confirmed benefits for Scottish Procurement collaborative ICT procurements are:

•   Savings from 2011 are c. £205.5[4] million
•   2015/16 c. £54.4 million
•   2014/15 c. £48.7 million
•   2013/14 c. £46.3 million

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[2]. In 2015 we undertook a ProcXed Survey System. The previous survey used Quest. Comparable data from 33 organisations. It should be borne in mind that the estimates provided are based on responses to surveys. The response rates were fairly low and hence estimates should be treated with caution and seen as indicative only

[3] ICT Scottish public sector spend data extracted from [Scottish Procurement Information Hub](#) as at August 2016. Base: Core Trade creditors where Thomson Classification is known, Filtered By: ALL ICT Portfolios. Although this is the most comprehensive public sector spend analysis project ever undertaken in the UK, there are some limitations to classification of spend. The Hub currently classifies suppliers (and, therefore, expenditure) based on their main business, not on the specific goods, services or works that were purchased.

[4] Savings figures detailed relate only to Scottish Procurement ICT collaborative frameworks. Collaborative ICT savings are almost certainly greater than this as it does not include Scottish sectoral or UK collaborative ICT frameworks.

- 2012/13 c. £32.7 million
- 2011/12 c. £23.4 million

Next steps
We are undertaking a review of the Benefits Realisation measures in light of the focus on digital transformation. In doing this we are taking a service design approach to capturing the information that we need and that the public want to know. We will provide further updates as the review and design develop.