

REPORT TO: POLICY AND RESOURCES COMMITTEE 19 NOVEMBER 2018
REPORT ON: DIGITAL STRATEGY
REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES
REPORT NO: 364-2018

1.0 PURPOSE OF REPORT

1.1 To give an update on the Council's Digital Strategy and associated action plan.

2.0 RECOMMENDATIONS

2.1 The Committee is asked to note the progress being made on the strategy and the Council's ambition to become a digital council by 2020.

3.0 FINANCIAL IMPLICATIONS

3.1 There are no financial implications arising directly from this report. Any aspect of the implementation of the strategy which requires approval will be the subject of separate reports and will detail the appropriate financial implications.

4.0 MAIN TEXT

4.1 Scotland's Digital Future: Delivery of Public Services Strategy, jointly introduced by Scottish Ministers and COSLA, and the Local Government ICT Strategy – Delivering Better Services for Communities are an essential part of the public service reform programme.

4.2 The Strategies set out a vision for Scotland, where digital technology provides a foundation for public services that meet the needs of the users delivering responsive services. The strategies also sets out the Scottish public sector commitment to deliver digital public services.

4.3 Dundee City Council's Digital Strategy outlines how the Council aims to become a digital Council by 2020 which links with the wider aim of building a Digital Scotland.

4.4 The strategy aims to create a vision for Dundee City Council which has enhanced its services through digital and has effectively promoted the use of digital so that our citizens think digital first when requesting services as it's quicker, easier and more convenient to do so.

4.5 Dundee City Council will maximise the potential of digital technologies to improve outcomes and services for all citizens and employees by focussing on the following themes:-

- **Digital Council** – we will implement a digital approach to the design and delivery of services
- **Mobile First** – we will deliver services through mobile technology and we will provide access to technology for our citizens
- **Connected Digital** – we will understand the strengths of Dundee leading digital sectors and aim to take the learning of what they do and apply this best practice to the delivery of our Services
- **SMART** – we will use smart technology to enhance the city and improve the outcomes for our citizens
- **Thinking Digital** – We will encourage our pupils, citizens, workforce and businesses to become more engaged in digital technologies.
- **Digitally Collaborate** – We will look to collaborate with our partners to improve service delivery for our citizens.

- 4.6 The citizens of Dundee now expect to be able to access services quickly and easily at times which suit their needs and circumstances. The ambition is for all our stakeholders to access services in a seamless and effortless way. Our stakeholders include citizens, visitors, councillors, employees, businesses, voluntary & community organisations, NHS, Scottish Government and community planning partners.
- 4.7 The strategy lays out the direction the Council is adopting to ensure it delivers services digitally. This means that services will be internet enabled. Through the implementation of the digital strategy the Council will deliver all services that can be made available online to improve outcomes, enhance productivity and increase our effectiveness.
- 4.8 To ensure that the citizen stays at the heart of digital service provision and that the Digital Council aims are delivered, the Digital Oversight Board has been established and brings together all the project leads from the six main themes and other relevant projects to ensure that all projects are working towards the common goal in the most effective way.
- 4.9 The attached update report on the strategy as per appendix 1 lays out what the Council have done so far, if they are achieving the direction the Council set out to achieve and what they will focus on in the coming years. A number of digital projects are now well underway with the collective goal of making Dundee a Digital Council and delivering the Councils Digital Strategy.
- 4.10 Key achievements outlined in appendix 1 include:-
- Implementation of a new Council website and the MyDundee portal
 - 52 Online services being delivered and a programme in place to continue expanding these
 - 305% increase in users and a 216% increase in page views, overall 40% increase in the volume of online service requests
 - Digital Skills sessions now available on the Council's online learning platform
 - Expansion of Digital Champions across services within the Council
 - The Council has signed up to the Scotland's Digital Participation Partnership
 - Create the World Class Digital Infrastructure Strategic Outline Case as part of the Tay Cities Deal program of investments
 - Establish four SMART cities projects
 - Collaborating with the Improvement Service to deliver a key part of the National Digital Infrastructure
 - Over 90,000 citizens in Dundee have a free National Entitlement Card

5.0 POLICY IMPLICATIONS

- 5.1 This report has been screened for any implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality impact Assessment and Risk Management. There are no major issues.

6.0 CONSULTATIONS

- 6.1 The Council Management Team and the Digital Oversight Board were consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

7.1 None.

Gregory Colgan
Executive Director of Corporate Services

Date: 02/11/2018

Appendix 1



DIGITAL COUNCIL Digital Strategy Update 2018



November 2018

INTRODUCTION

Scotland's digital landscape is changing rapidly and the Scottish Government has recognised this through the development and support of a number of digital strategies and programmes which all have their sights firmly set on the same target for building Scotland's digital future – 2020. The Scottish Government's vision for Scotland is a country in which:

'Digital technology provides a foundation for innovative, integrated public services that cross organisational boundaries and deliver to those in most need, and for services for business that promote growth.'

Dundee City Council's Digital Strategy outlines how the Council aims to achieve a digital Council by 2020 to help feed into the wider aim of building a Digital Scotland.

Dundee is a leader in games & digital media, is changing for the future and has been three times listed as a top seven global Intelligent Community of the Year over the past decade. As a UNESCO city of design and the V&A being the centrepiece of a globally significant urban regeneration programme, Dundee's digital credentials will be another key component in delivering the City's vision statement "to attract and retain talent, creating jobs, social fairness, quality of life and environmental sustainability".

The vision for Dundee City Council is to become a Council which has enhanced its services through digital and has effectively promoted the use of digital so that its citizens think digital first when requesting services because it is quicker and more convenient to do so.

This vision covers more than just digital access to services, it covers the processes behind the services, the way our citizen's find and access them, how we communicate, how we continue to improve but also aims to bring the city together by looking at a multiple digital themes.

With a well-established digital strategy, the Council is supporting other Changing for the Future projects, providing the citizens of Dundee with a full choice of service options which are convenient and fit into their lives as seamlessly as possible regardless of age, location, time constraints or backgrounds.

Over the past year, Dundee City Council has taken the digital strategy through the Digital Oversight Board and worked on a range of projects which are directly working towards the desired outcomes of the Digital Strategy. This report summarises some of the achievements in the past year and what the Council will be focussing on going forward as we work closer to achieving our 2020, Digital Council vision.

VISION

The aim of Dundee as a digital Council will be to:



Deliver for our citizens by providing them with greater digital choice and efficiencies in service through digital optimisation;



Uniting the city through digital innovation & smart city infrastructure and;



Improve the day to day lives of our citizens by using digital technologies to enhance the inclusion, health and wellbeing of all in the city.

This vision for digital Dundee is aligned to Dundee's Single Outcome Agreement, produced by the Dundee Partnership. The Single Outcome Agreement represents the shared aspirations of the Dundee Partnership, building on a firm foundation created by the strength of partnership-working in Dundee over many years and promises renewed effort to achieve better outcomes for people who live in and come to the city.

The below principles were taken directly from 'Scotland's Digital Future – Delivery of Public Services' strategy which was developed by the Scottish Government to set out a vision for Scotland where digital technology provides a foundation for public services that meet the needs of the user, meaning responsive services where organisations are working together across sectors.



DIGITAL OVERSIGHT BOARD

The digital Oversight Board was created to oversee the planning and delivery of the digital strategy and projects included in the 6 themes of the Digital Strategy, ensuring that activity is coherent and completed to time and the required quality.

The oversight board is responsible for:

- Preparing and maintaining an overarching roadmap for the digital strategy
- Coordination and delivery of activities and outputs across all projects contained within the 6 themes
- Driving progress against the agreed plans – identifying any performance gaps and taking steps to close these, escalating any significant issues to the CMT as appropriate
- Monitoring and reviewing performance, including reporting on progress to the CMT on a quarterly basis
- Day to day risk and issue management for projects held within the 6 themes
- Advocating the strategy and digital projects both internally and externally
- Oversight of strategy communications and marketing

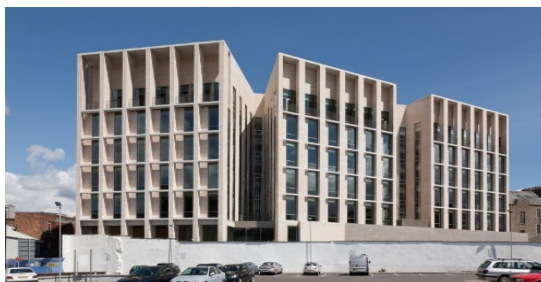
The Digital Oversight Board originally met every six weeks following the approval of the strategy. After establishing clear ways of working and a programme of work, the board adjusted their operating model to meet quarterly with 4 theme sub-groups being created:

- Digital
- Mobile & Thinking
- Connected
- Smart & Collaborative

The theme sub-groups have met regularly in-between the main Digital Oversight Board with identical remits – the main aim for these sub-groups was to bring together a different group of people from the main oversight board, focussed on project delivery rather than digital strategy.

This model has proven to be very successful and has allowed for projects to be pushed forward quicker and each sub-group feeds updates back up to the main quarterly Digital Oversight Board meetings.

In this report, the updates are grouped by the theme sub-groups to summarise what we said in the strategy, what the focus has been over the last 12 months, the impact to staff/citizen and what the focus will be going forward.



DIGITAL THEMES

Our digital strategy is divided into 6 key themes which combine existing and future digital projects into a wider vision for Dundee as a digital city. This strategy outlines what we aim to achieve in each of these 6 themes and how it will enhance the lives of Dundee citizens.

Dundee is one of the UKs growing digital hubs. It has a strong gaming history and we will work closely with this sector and encourage digital business, innovation and education

Connected

CONNECTED

digitally COLLABORATE

Dundee is part of many collaborative working groups focussed on digital service delivery in the most efficient way to maximise citizen benefit

THINKING in digital

With a strong digital industry, digital skills for all citizens from school right through to retirement are essential for the future

THINKING

**DIGITAL
DUNDEE**

MOBILE

MOBILE first

In order to best deliver digital services to Dundee, both our citizens and our workforce need to be able to access services while on the move. To do this, Dundee needs to think mobile first

Dundee is part of the Scottish Cities Alliance and works together with other Scottish cities to deliver Smart City projects, integrating data and digital technologies to improve citizen wellbeing and economic development

SMART

SMART

**DIGITAL
COUNCIL**

The Council are committed to changing the way we innovate and re-design services to provide them in the most effective way, maximising our use of new technologies

DIGITAL Council

DIGITAL COUNCIL THEME UPDATE

WHAT DID WE SAY?

DIGITAL council focusses on how the Council innovates and re-designs services to provide them in the most effective way, makes best use of its spending power and maximises the use of new technologies so that it can become a **DIGITAL** Council.

Through this theme we will help to create a changed and modern Council by:

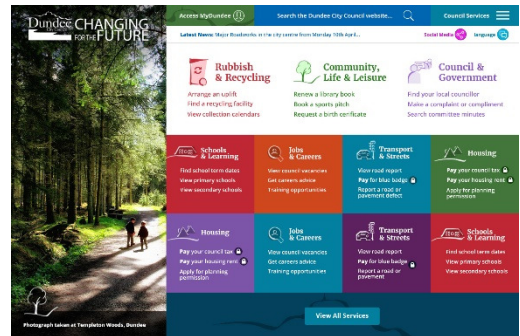
- Delivering on our **Channel Shift/Digital Council** programme of work which focuses on making the Council a digital Council, offering a wider choice of service channels to ensure that we can provide the most convenient and cost effective channel for all our citizens, regardless of age, location, time constraints or background
- Delivering an **online customer portal** and working towards creating a single identity for our citizens to make requesting services simpler, all linked through our citizen account, MyDundee
- **Enhancing our customer services** by offering a range of channels to our citizens across online, web-chat, voice and face to face to ensure our citizens can choose the right channel for them and have the option of 24/7 access to our Services. We will promote and encourage digital as the preferred channel and design our services to create a seamless customer journey no matter what way you choose to contact us



WHAT HAVE WE DONE?

The council is committed to providing high quality digital services to our citizens. This is evident in our commitment to becoming a digital city through the development of our Digital Strategy in 2017 and signing the digital participation charter early in 2018.

A cornerstone to this commitment was in the creation of the councils Channel Shift project which aimed to launch a brand new council website and citizen portal with the aim of providing easy access to a greater range of services online while embracing our 'City of Design' accolade.

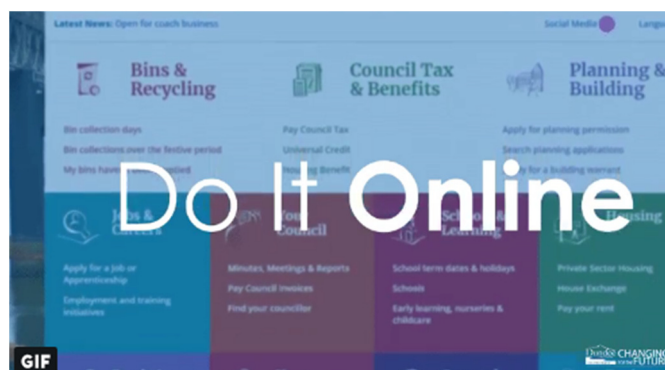


Over the past year, there has been a tremendous amount of work carried out to procure, implement, develop, launch and expand both the website and the MyDundee portal. Working in collaboration with Angus and Perth & Kinross Councils we jointly procured the Firmstep platform as the basis for the MyDundee, MyAngus and MyPKC citizen portals and Dundee developed their new website with our website partner, Blue2 Digital.

Both the new website and MyDundee portal had a soft launch in October 2017 with 18 services available to complete online using the new portal. Since launch the number of online services available through MyDundee has increased to 52 and the Tayside collaborative has worked together to produce a reporting platform which allows for visual representation of service requests, a useful tool which will be rolled out shortly to services to aid in service delivery.

The reporting tool will add significant new value to services by giving them a new way of analysing data to make service improvements and to visualise customer trends and interactions in a way not available to most services before.

The new council website has had a successful revamp in style and over the course of 2018 the website and digital services has been extensively promoted through the 'Do it online' campaign using videos and visual content to promote various services which can be completed on our website. This marketing campaign has been well received by citizens and other councils.



WHAT HAS BEEN THE IMPACT?

The marketing campaigns to encourage our citizens to 'Do it online' has helped to see a significant increase in the amount of people using the MyDundee portal. The year on year increase in the use of the portal has seen an increase of 305% in users and a 216% increase in page views.



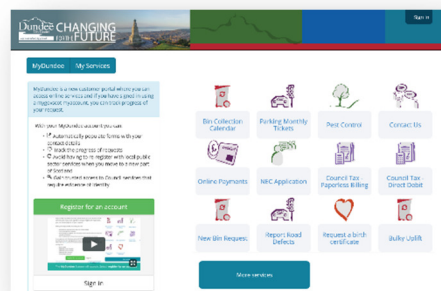
In addition to the significant increase to the website usage, the number of followers on social media has increased over the course of the past few years. In August 2016, the number of followers the council had on Twitter was 15,000, in August 2018 that figure has increased to 23,748 – an increase of 58% in just 2 years. The councils Facebook likes currently sits at 7,289 as of August 2018.

Overall, there has been a 40% increase in the volume of online service requests. This increase is directly attributed to the launch of the new website and MyDundee portal which sees a significant increase in online services available for citizens.

WHAT'S NEXT?

There are a number of new services which are currently being reviewed with view to move them onto MyDundee in the near future. An IT strategy is currently being developed which aligns closely with the digital strategy's aims and objectives.

The IT strategy will continue to grow and develop and sets out a 4 year plan which will build an IT environment within the council which will support and encourage the growth of digital services for our staff and our citizens, further helping the Digital Council theme to deliver on the actions laid out in the digital strategy.



MOBILE FIRST & THINKING DIGITAL THEMES UPDATE

WHAT DID WE SAY?

Mobile First will deliver through key projects which will focus on the following areas:

- **Digital Infrastructure**
 - Removing barriers that prevent some customers from using online services by having mobile digital services available throughout the city
 - Provide free access using different hardware which allow customer to access services in person and help customers take advantage of online services
- **Mobile Services**
 - Embracing mobile technologies and new service channels to improve what we do
 - Develop mobile solutions for our workforce, enabling them to deliver more to our citizens in the community
 - Continue to develop and deliver our mobile ways of working which are integrated into our models for service delivery
 - Support the delivery of the Council's People Strategy with our approach to mobile working being based on performance rather than productivity

To deliver **Thinking Digital**, we will develop our workforce, citizens, school pupils and learners, putting digital skills at the heart of our services, communities and curriculum by:

- Embracing **social media** as a tool for engagement and communication both internally and externally
- Continuing to further develop the work started through Council initiatives such as **Digital on the Move** and **IT 4 Work** which provide access to devices and learning opportunities throughout the city to help give our citizens the skills they need to find work and receive welfare assistance
- **Developing our** employees to be comfortable with the technologies we use to deliver services doing this through signing up to the Digital Participation Charter
- Further encouraging and **developing code clubs** within our schools and work closely with companies and academia who are carrying out work in this area, such as Brightsolid with their Code Camps or Dundee & Angus College and their Code Academy

WHAT HAVE WE DONE?

Developing our employees to be comfortable with the technologies we use to deliver services and promote a culture that encourages people to increase knowledge by pursuing what technology can achieve for their services rather than just having functional (systems) knowledge. This objective is a work in progress with Digital Skills sessions now available on MyLearn; the launch of Barclays Digital Wings which will allow employees to follow their own digital learning journey.

Supporting this is the development of the Digital Champions model across Council Services. This model is being seen as a leading example of good practice for the Scottish Digital Office Digital Skills Project.



Delivering on commitments within the Our People Strategy, we have been working with employees to ensure that they have the digital tools to do their jobs, no matter what their role or work location. Specifically, we have been identifying and upskilling employees who do not have access to the DCC network e.g. Waste Management. The Digital Champions have been supporting this some of whom now come from this workforce. This commitment also ties in well with the increasing mobile and flexible working being undertaken across services and buildings.

The Council has signed up to Scotland's Digital Participation Charter which shows our commitment to continuing on our journey.

In September 2018, the Council held its first Digital Skills Week an initiative led by the Learning and Organisation Development Service in conjunction with colleagues within the Council and outwith – Young Scot and Barclays. This innovative week saw sessions across services and across localities all bookable on MyLearn. Examples of what was on offer are:

Bristlebots

An introduction to robotics led by a member of our Community Information Team; getting to grips with the power of social media with the intriguing session – 'Stories, Streaks and Everything in Between' led by Young Scot representatives; playing with presentations; the launch of the Digital Wings and 23 things digital our new learning resources and a photography session was also held, led by one of our graduate trainees. In addition an Essential Digital Skills Survey was launched which sought to capture our digital maturity. To ensure we had a response from our harder to reach workforce, our Digital Champions were out and about with mobile devices capturing the responses from our workforce out on the job. With over 1000 responses, this initiative is also being held up as a model of good practice by the Scottish Digital Office. Our services will be accessible and efficiently delivered online.



WHAT HAS BEEN THE IMPACT?

Our workforce is developing its digital skills and getting involved in service redesign using digital resources. This will enhance efficiency and improve our ways of working. For citizens, it provides more choice in how to interact with the Council whether face to face or remotely the impact will be improved performance and communication.



WHAT'S NEXT?

The group will continue to drive forward the objectives and issues of the agreed action plan. Specifically –

- Continue to promote digital skills across our workforce including our workforce without access to the DCC network to encourage the use of personal devices to access MyView for payslips and annual leave request with the aim of no longer having to issue paper payslips
- Make the intranet available on the internet to allow access for all employees and prospective employees by improving our 'onboarding' experience
- Develop stakeholder events to service design digital learning solutions
- Work with IT to analyse data from IT helpdesk requests
- Look at how we include digital skills within our recruitment and selection processes and how we link this with workforce planning including embedding in EPDR
- How will C2022 Digital-Flexible Workforce and Mobile-Digitally Enabled Workforce impact on the group actions?
- How will the emerging IT Strategy impact on the group actions?



CONNECTED THEME UPDATE

WHAT DID WE SAY?

The **Connected** theme aims to better understand the strengths of Dundee's leading sectors including the digital, gaming and creative industries. We aim to take the learnings of what these sectors do great and apply the best practice to the delivery of Council services, education and the support of businesses in the area.

We will deliver a **Connected** Digital Dundee by:

- **Building stronger partnerships** between schools, universities and colleges in the area
- **Creating digital innovation HUBs** and organising **hack events** to develop and encourage innovation in the city
- Continuing to provide support to help **encourage digital businesses to invest** and develop in Dundee
- **Communicating** with our workforce and citizens in new, innovative ways to better serve a more 24/7 digital society
- Redesign Council services using design principles and with a '**Digital by Default**' approach

WHAT HAVE WE DONE?

Over the last 12 months, the Connected Group have overseen, organised and are delivering a number of large scale projects developing the agreed group action plan. The highlights are:

- Creating the World Class Digital Infrastructure Strategic Outline Case as part of the Tay Cities Deal program of investments
- Delivering Local Full Fibre Network business case for regional working to DCMS Part of the World Class Digital Infrastructure Strategic Outline Case. £11.3M Bid to DCMS
- Working with the Estates and Legal team to deliver LORAWAN – IOT network – (Private Investment/Boston Networks/SG) Rollout pending
- Created Digital Narratives to support inward investment documents and



development for the Dundee Waterfront and InvestinDundee Projects

- Creating the investment environment for companies and entrepreneurs - Technation engagement with Dundee visit & Report cited
- Delivering Digital Scotland Superfast Broadband program with Estates & Roads
- Deliver a public sector Wifi network and 5G testbed, engagement with the market, ultimately led to the project brief being reviewed to minimise disruptive digs, reduce Opex costs, and explore commercialisation opportunities
- Deliver Fibre to the Premises investment, engaging with the commercial market to encourage new and existing Telecoms companies to invest in Dundee City. Working closely with Private Investment, City Development, Housing, Legal & Estates
- Deliver stakeholder event to service design digital learning solutions IOT with Censis at our smart cities conference

With regard to the Public Wifi and 5G testbed, Scottish Futures Trust (SFT) have recruited a replacement project lead (Bernard Dougherty) who has been seconded to Dundee City Council 3 days per week and will be supported by specialists from Farrpoint. In the first instance, work is being undertaken to assess the viability of utilising existing ducting rather than developing a completely new ducting network for the Wifi/5G project.



Productive early meetings have taken place with Urban Traffic Control and City Engineers and early feedback suggests that there is significant capacity to utilise existing duct space in the Waterfront, albeit there will be some gaps where digs will be unavoidable.

Revised plans will aim to deliver 5G tested capability in the Waterfront area with associated Wifi provision whilst seeking to minimise disruption, reduce (or off-set) revenue costs and identify future commercial revenue generating opportunities. Proposals will be brought forward soon for consideration in the first instance by the Director of City Development and Director of Corporate Services. (DCC / SFT)

WHAT HAS BEEN THE IMPACT?

Our citizens are living in a city where broadband access is available to the majority of premises. This will enhance efficiency and improve our ways of working and productivity. For citizens, it provides more choice in how to connect to digital services. A more connected competitive market in the city will reduce costs, increase productivity and access to information.

- Dundee is a world leader in superfast connectivity with more than 98.9% of premises covered.
- Virgin Media are currently providing 92.6% access to ultrafast 100+ Mbps to Dundee. Virgin are investing in Project Lightning the single biggest private investment in the

UK and Ireland's digital infrastructure in more than a decade. Working with their team we have been trying to encourage further deployment to more areas of the city.

Dundee was number 2 in the top 20 "best places to start a business" according to Informa. This equates to an area with low pollution levels, high levels of "ultrafast broadband", low rates of business closures, reasonable property prices and a strong proportionate number of patent applications to highlight entrepreneurial spirit.

Dundee City residents have access to the fastest average download speed (28.7Mbps) in Scotland and the fifth fastest in the UK according to the Which organisations research.



DCC want the Tay Cities area to be one of the most productive knowledge-led economies in Europe. To: raise productivity (GVA per employee by 13% by 2027); close the jobs gap (Increase employment rate by 1.5% or 4500 jobs) and reduce unemployment by 1.1% or 2,600 people.

Creativity and Innovation thrive in this connected city with the Technation report highlighting Dundee's performance within digital sector. Impacts highlighted by this report include:

- £181 m Digital tech business turnover (2017)
- £115k Digital tech turnover by employee (2017)
- £205m GVA (2017)
- 1,569 Jobs in digital tech (2017)
- 2,660 Digital tech jobs (2017)

WHAT'S NEXT?

The group will continue to drive forward the objectives and issues of the agreed action plan. Specifically:

- Deploy LORAWAN IOT network via private investment with Boston Networks and Deliver stakeholder events to service design digital learning solutions IOT. Develop this work with the transformation team and smart cities projects
- Under our NDA continue to work with DSSB/R100 program to deliver further broadband coverage under these contracts.
- Deliver stakeholder event to service design digital learning solutions IOT
- Continue to work with private investors to deliver Fibre to the premise projects.
- Enable C2022 Digital-Flexible Workforce and Mobile-Digitally Enabled Workforce with the continued investments
- Connected Education – Deliver Dare School project
- Deliver public Wifi 5G Testbed

SMART & DIGITAL COLLABORATE THEMES UPDATE

WHAT DID WE SAY?

SMART will deliver this through key projects which will focus on the following areas:

- **Smart Infrastructure**
 - Exploring ways to increase wireless access to the internet access for our citizens and connect things like intelligent street lighting and smart waste bins together to deliver more efficient services to citizens
 - Continuing to strive to ensure our citizens and businesses have access to superfast broadband, no matter what area of the city you are in.
- **Smart Data**
 - Exploring ways to use big data analytics in a city wide partnership to contribute to the delivery of at least 3 innovative services in the fields of:
 - Social/Quality of Life
 - Environment and;
 - The economy
- **Other SMART projects**
 - Within the SMART theme, we will consider many other projects with the following focusses:
 - People, Places, Travel, Communities, Technology Enabled Care, Grids, Health, Energy, Waste and Economy

To ensure that Dundee continues to strive towards **digital collaborate**, we aim to:

- Explore options for creating an **open data platform** to receive data from city systems and make it available to the community and businesses
- Work with our partners to deliver ICT services that enable **Health and Social Care Integration**
- **Engage with national programmes** such as MyGov.Scot and National Entitlement Card (NEC)
- **Work with other local authorities** on digital procurement projects, knowledge and skills sharing and channel shift and customer service programmes to maximise efficiencies and deliver more for our citizens

WHAT HAVE WE DONE?

The four projects the Council is deploying as part of the Scottish Cities Alliance Smart City programme of collaborative projects have all completed their main procurement phase. Smart City projects are supported by ERDF money and aim to use data and digital technology to improve service productivity, improve the quality of city life and create new jobs. The four projects are:

- Smart Mobility Innovation Living Laboratory (The MILL) <https://themill.scot/>
- Smart Public Safety
- Smart Waste
- Dundee Open Data Platform <https://data.dundee.gov.uk/>

Dundee has been collaborating with the Improvement Service to deliver a key part of the national digital infrastructure. The Council agreed a renewed Service Level Agreement to continue to be the home of the [National Entitlement Card](#), the national smartcard supporting delivery of forty plus different services across Scottish Local and national government.



The Council actively engaged with the Tayside Digital Transformation Partnership and jointly procured and deployed Firmstep to underpin customer services and website online transactions. This is covered in more detail in the Digital Council Theme.

The Dundee Health and Social Care Partnership developed their [Smart Health and Care Strategy](#) using technology to integrate Health and Care and implement the Technology Enabled Care Strategy which will transform community health and care services. They are working in collaboration with the DVA and the Scottish Government.

The Council is a member of the [Digital Office](#) for Scottish Local Government digital transformation and appropriately Dundee led the service design part of the programme to develop a set of shared design methods across local government.



WHAT HAS BEEN THE IMPACT?

- Urban Foresight established their Scottish HQ in Dundee District 10 upon winning the tender to programme manage and facilitate the service design aspects of the Mobility Innovation Living Laboratory and have since employed five staff in Dundee to work across a range of mobility innovation projects in Dundee and globally.
- The Mill projects have been selected to develop a new public transport options using sharing economy approaches to vehicles use, car clubs and bike hire, enable public sector fleet managers to increase asset use by sharing vehicles using a car club model and smart management software, roll out new parking sensors on streets to innovate new smarter ways to manage and pay for parking and tackle congestion. The estimated annual benefit to Dundee in financial terms from these projects is £2.8m which the Living Laboratory will aim to realise.
- The Safety and Alarm Response Centre (SARC) will benefit from state of the art video wall technology and “Smart City” security management software to enable staff to quickly respond to alarm activations and access live and recorded CCTV footage from a wider range of feeds. The colocation and collaboration between staff on community alarm and public safety will enhance the speed and productivity of staff in the SARC and in the field to respond to emergencies, anti-social behaviour, community care and protection issues. The new public space CCTV system will benefit from increased bandwidth and state of the art smart cameras, with video analytic capabilities.
- Early results from trialing solar powered compactor street litter bins are demonstrating that journeys required to empty the bins are reducing. In addition, their design helps to tackle issues caused by spillage and bird nuisance.
- The Open Data Platform has over 50 data sets available and is starting to be used in new and innovative ways by others e.g. an Alexa app and used by academics as part of a research project on mobility
- Over 90,000 people in Dundee have a free National Entitlement Card for a range of services including travel concessions, Young Scot discounts, school meals, secure building access, leisure and library use.
- Over 6,000 people in Dundee benefit from technology enabled care and new Internet of Things approaches will enable the most vulnerable to monitored 24hours per day.



- Council staff benefit from being part of collaborative projects to share learning and development tasks with colleagues across neighbouring Councils and beyond.

WHAT'S NEXT?

Over the next twelve months the **Smart City projects** will be focused on delivery, service design and reporting on the benefits. The Council is developing bids for Phase 2 of the Scottish Cities Alliance Smart City Programme funding. There are three new Phase 2 projects being considered:

- Further develop the Mobility Innovation Living Laboratory and integrate the Zero Emission vehicle deployments and Mobility as a Service innovations.
- Mobile Digitally Enabled Working technologies to enable employees to be more productive in the community and not in an office
- Further develop the Dundee Open Data Platform to make non personal data the council and the community owns more available to the community, academics and businesses for analysis and the development of new digital services

The National Entitlement Card are working with Transport Scotland and Young Scot to deliver three Scottish Government Programme for Government commitments for smart travel for modern apprentices, young carers and jobseekers and working with Mobility as a Service providers and the MILL projects. We will also be consulting on refreshing the use of the NEC smartcard as a key part of the Council's [Changing for the Future Programme C2022](#).

We will be consulting with the Tayside Digital Transformation Partnership and the Digital Office on the priorities for shared developments. One possibility being considered is the Parentsportal.scot has been jointly developed by the Improvement Service (IS) and SEEMiS, the education information management provider to bring together a range of interactions parents have with schools and the Council into a one stop shop portal.

The Dundee Health and Social Care Partnership continue to develop their **Smart Health and Care** strategy and a key step is embedding the deployment of MOSAIC and further engagement on the **Technology Enabled Care** projects.



GLOSSARY OF TERMS

MyDundee

Dundee's online citizen portal allowing citizens to request and pay for local services

Code Camp

The aim of CodeCamp is to give young people a real-life view of software development, improve their computing skills and inspire them to pursue a career in IT

Barclays Digital Wings

An online learning tool designed to help you become more tech savvy and keep up-to-date on recent digital trends. It's accessible from anywhere, by anyone, from any device

Scotland's Digital Participation Charter

A charter which commits those signing up to it to 5 key pledges with the aim of getting Scotland to work together and skill up our digital nation

MyLearn

MyLearn brings together all of the elements of Dundee City Council's existing training databases such as CPD Online, STAR and Corporate Training Database into one system for all Dundee City Council employees to use

Bristlebots

A simple robot created from a toothbrush and a vibrating motor – a workshop was run on how to make a Bristlebot as a way of introducing robotics as part of Dundee City Council's digital skills week

Digital Champions

People across Dundee City Council who are interested in helping develop digital skills across all people who work in the council. The digital champions do not have to be IT experts just be interested in developing their own and other people's skills

MyView

MyView allows employees to view and update the personal information which is held on their payroll/H.R. record. Employees are also able to view their payslip history, their P60 form and, if relevant, their Form P11d information

EPDR

Employee Performance and Development Review - enables managers to plan jointly their team member's work for the year ahead linked to Council Plan, departmental service plans and team action plans

Local Full Fibre Network

A full fibre connection is where the broadband line to a consumer or business premise is an unbroken optical fibre line from the exchange, consisting of one or more strands of fibre

DCMS

Department for Digital, Culture, Media & Sport - helps to drive growth, enrich lives and promote Britain abroad

LORAWAN

A technology that enables the Internet of Things (IoT), whereby devices and services are all connected

IOT

IOT refers to the billions of physical devices around the world that are now connected to the internet, collecting and sharing data

Superfast/Ultrafast Broadband

Describes any broadband service that offers speeds of more than 24Mbps. The higher the number, the faster data can be downloaded to your home – and the more people can access the internet without web pages or streaming video slowing down

Censis

A centre of excellence for Sensor and Imaging Systems technologies

5G

5G is the next - fifth-generation of mobile internet connectivity promising much faster data download and upload speeds, wider coverage and more stable connections

SFT

Scottish Futures Trust - an infrastructure delivery company owned by the Scottish government

GVA

Gross value added - the measure of the value of goods and services produced in an area, industry or sector of an economy

NDA

Non-disclosure Agreement - an NDA is a legal contract. It sets out how you share information or ideas in confidence. Sometimes people call NDAs confidentiality agreements

SMART

Refers to the SMART cities project running through the Scottish Cities Alliance. Millions of pounds are being invested to make Scotland's cities smarter, using new technologies to accelerate and transform the delivery of city services

NEC

The National Entitlement Card (NEC) is Scotland's National Smartcard. Supported by Scottish Government to deliver national and local services, the NEC makes it convenient for citizens to access various public services and facilities with only one card.

ERDF

European Regional Development Fund - The ERDF aims to strengthen economic and social cohesion in the European Union by correcting imbalances between its regions

The MILL

Mobility Innovation Living Lab - an innovation centre to make Dundee a global test bed for advanced transport technologies and services

DVA

Dundee Voluntary Action - an independent charity that aims to ensure the third sector (charities, social enterprises, community and voluntary groups etc.) is robust, resilient and delivers high quality services for the people of Dundee

SARC

Safety and Alarm Centre – CCTV hub based in West Housing Office which allows for the management of around 1,000 CCTV cameras in the city under one roof