APPENDIX 2

SUMMARY OF INTERNAL/EXTERNAL STAKEHOLDER FEEDBACK

Appendix 2: 1   Internal Engagement Analysis

87% of responders either Strongly Agreed or Agreed with our proposed outcomes.
85% of responders either Strongly Agreed or Agreed with our proposed commitments.

Each responder was asked to select the five most important of the following areas.

Of the 16 proposed **Principles**:
- In order of most votes these were the top 6 of the 16:
    1. Integrated working
    2. Cultural change
    3. Self-service solution
    4. Do it once
    5. Agile working
    6. Business intelligence
- 4, 5 and 6 all received the same number of votes
- The spread was broad with no principles receiving 0 votes.

Of the 14 proposed **Digital Island** activities, the following were deemed to be the most important:
- In order of most votes these were the top 4 of the 14

    1. Develop and deliver online engagement platforms so that customers can talk to us about thinks that are important to them.

    2. Working with our voluntary sector partners to help us develop services that are more accessible, and which can enhance customer engagement.

    3. Working with the national experts to challenge partner companies to create more open, connected and enabling technology solutions.

    4. Working with and promoting organisation that operate ethical and sustainable practices for communities and the environment.

- The spread was broad, and none of the potential activities received 0 votes.

Of the 14 proposed **Digital Citizens** activities, the following were deemed to be the most important:

- In order of most votes these were the top 6 of the 14

    1. Introducing a web chat feature to the council's website, with trained customer services staff to support and provide answers to customers in the most efficient and effective way possible.

    2. Developing a digital citizens panel to inform external facing digital service improvements.

3. Working with learning providers, conduct a review of current digital skills learning provision to make sure it is aligned to the needs identified by local interest groups and ensuring it has the right focus of content for those who need it most

4. Ensuring that there is a digital customer engagement and consultation platform available when reviewing our service provision.

5. Promoting the learning services available through the Adult & Community Learning Service that can empower and engage with those who are less technically able or less technically inclined to engage with the council using digital methods.

6. Ensuring that all service interactions have a method for digital consultation on the improvement of those services and which can ensure that they are fully inclusive.

- 2 and 3 both received the same number of votes
- 4, 5 and 6 all received the same number of votes
- The spread was broad with no potential activities receiving 0 votes.

Of the 30 proposed **Digital Council** activities, the following were deemed to be the most important:

- In order of most votes these were the top 5 of the 14:
  1. Reviewing and upgrading the council's internal intranet.

  2. Creating a staff panel for consultation on digital change. This panel will include representatives who struggle with technology.

  3. Reviewing our engagement strategy and platforms to ensure that our customers can engage with us effectively.

  4. Ensuring that all projects consider the environmental impact and enhance the council's move towards reduced carbon footprint

  5. Creating digital engagement portals for council contracting partners and partner agencies for better information sharing and information flows.

- 3, 4 and 5 all received the same number of votes

- The spread was broad with only 5 potential activities receiving 0 votes, as this was the internal engagement it represents that the votes were widely spread-out amongst service priorities and therefore services are covered well by the identified potential activities.

Of the 14 proposed **Digital Intelligence** activities, the following were deemed to be the most important:

- In order of most votes these were the top 6 of the 14

  1. Using digital analytics for performance measurement and evaluation across standardised critical success factors and key performance indicators within services. This will enable improvements in the management of services

based on evidence and enhanced benchmarking of services across organisations to be completed.

2. Ensuring that all council processes are recorded based on one customer, one account approach to maintain a single view of our customers. This will enable the customer to have a better access to their council information and historic processes as well as enable the council to better understand its customer's needs.

3. Working with the Island's NHS and other partners to establish how the island will create an integrated care record system and implement it in time for the 2024 target for integrated clients records for health and social care. We will do this by ensuring it is an open system to enable linking into the regional shared record solution.

4. Create a digital champion's network that will enable information process flow analysis between the council and all partners where data exchange agreements are signed, to ensure all data is exchanged in as automated a method as possible.

5. Development of a customer relationship management strategy that covers all aspects of handling and processing customer information. Having this access to better customer data will enable mindset change, opportunities for commercialisation, help us corporately to understand trends, identify issues and act on them, and build our strategic direction around what is known rather than what is assumed. It will help us to gain and evaluate insights and then focus our efforts better on the real customer needs of our services.

6. Conducting a review in each service area that still use and produce paper records and make recommendations as to the potential to reduce or completely remove paper from their processes. The Agile Change team will then proceed to support service managers in the development of their business cases for potential projects to deliver the new processes and removal whenever possible of paper within the council.

- 4, 5 and 6 all received the same number of votes

- The spread was broad with only one potential activity receiving 0 votes, this is included below, and may need further investigation as to whether it highlights the need for enhanced data protection awareness training, or that our training is effective and the internal responses prioritised other activities.

- Updating and modernising our information assurance practices to include Digital Data Protection Impact Assessments (DPIA), which will support information sharing activities whilst retaining a clear focus on the importance of protecting data that should not be shared.

Appendix 2: 2   External Engagement Analysis

85% of responders either Strongly Agreed or Agreed with our proposed outcomes.
86% of responders either Strongly Agreed or Agreed with our proposed commitments.

Each responder was asked to select the five most important of the following areas.

Of the 16 proposed **Principles**:
- In order of most votes these were the top 6 of the 16:
    1. Accessibility
    2. Cultural change
    3. Business intelligence
    4. One customer record
    5. Agile working
    6. Improved environment
- 4,5 and 6 all received the same number of votes
- The spread was broad with no principles receiving 0 votes.

Of the 14 proposed **Digital Island** activities, the following were deemed to be the most important:

- In order of most votes these were the top 4 of the 14

    1. Develop and deliver online engagement platforms so that customers can talk to us about thinks that are important to them.

    2. Work with business and public sector partners to engage with mobile telecommunications companies to overcome the current areas with no coverage.

    3. Working with the national experts to challenge partner companies to create more open, connected and enabling technology solutions.

    4. Working with and promoting organisation that operate ethical and sustainable practices for communities and the environment.

- The spread was broad, however the following two activities received 0 votes.

    1. Investigate the use of modern digital services such as what3words that can help pinpoint to within three metres square, issues such as fly tipping, potholes, tourist attractions entrances, bus stop locations etc.

    2. Investigate appropriately positioned long range wide area network (LoRaWAN) masts across the island and share ideas for third party and public engagement on the LoRaWAN network, these could include: crop and livestock monitoring; remote equipment monitoring; smart water monitoring; water management; fire, smoke, or gas detection, wildlife monitoring; pest control.

Of the 14 proposed **Digital Citizens** activities, the following were deemed to be the most important:

- In order of most votes these were the top 4 of the 14

    1. Introducing a web chat feature to the council's website, with trained customer services staff to support and provide answers to customers in the most efficient and effective way possible.

    2. Working with learning providers, conduct a review of current digital skills learning provision to make sure it is aligned to the needs identified by local interest groups and ensuring it has the right focus of content for those who need it most.

    3. Promoting the learning services available through the Adult & Community Learning Service that can empower and engage with those who are less technically able or less technically inclined to engage with the council using digital methods.

    4. Promoting and increasing the use of the available digital public health services, including: online smoking cessation support and monitoring; online weight management and support for those wishing to have a healthier life style; the 0-19 health service children's digital red book; the population health management programme.

    5. The spread was broad with no potential activities receiving 0 votes.

Of the 30 proposed **Digital Council** activities, the following were deemed to be the most important:

- In order of most votes these were the top 2 of the 14

    1. Reviewing our engagement strategy and platforms to ensure that our customers can engage with us effectively.

    2. Working with Island care homes to migrate away from paper forms to digital services for fast, accurate and up to date documentation in time for the 2023 CQC Adult Social Care inspections and the 2024 target for integrated clients records for health and social care.

    3. The spread was broad with 11 potential activities receiving 0 votes, as this was the external engagement it is not surprising that the votes were widely spread out and only two clear activities gained a majority.

Of the 14 proposed **Digital Intelligence** activities, the following were deemed to be the most important:

- In order of most votes these were the top 4 of the 14

  1. Ensuring that our ICT system procurements have data analytics and reporting tools as an identified and prioritised requirement to ensure that the information held is open and easy to access, meets our needs and can be integrated into information flows for enhanced data analysis purposes.

  2. Ensuring that all council processes are recorded based on one customer, one account approach to maintain a single view of our customers. This will enable the customer to have a better access to their council information and historic processes as well as enable the council to better understand its customers needs.

  3. Conducting a review in each service area that still use and produce paper records and make recommendations as to the potential to reduce or completely remove paper from their processes. The Agile Change team will then proceeded to support service managers in the development of their business cases for potential projects to deliver the new processes and removal.

  4. Working with the Island's NHS and other partners to establish how the island will create an integrated care record system and implement it in time for the 2024 target for integrated clients records for health and social care. We will do this by ensuring it is an open system to enable linking into the regional shared record solution.

- The spread was broad with 3 potential activities receiving 0 votes, this was the external engagement and two of the three that received 0 votes were based on purely internal processes/risk:

  o Equipping the council information governance support team with the capacity and expertise to assist other services in all aspects of information governance. The council will consider a risk managed approach and seek to establish methods of how information can be shared safely.

  o Investigating the use of AI technology to create a single view of data by automation and consolidation of data to identify duplicate information and flagging of triggers or errors.

  o Investigating the uses of "open data" that can deepen the collaboration with public sector partners and which has been seen to lead to greater trust in public services, by learning from developments in New York which has Open Data OneNYC Indicators | NYC Open Data (cityofnewyork.us). This investigation will inform whether it is possible to engage with relevant stakeholders and develop a suitable approach for the Island.