

Designing online social security for the future – *into the 'wild'*

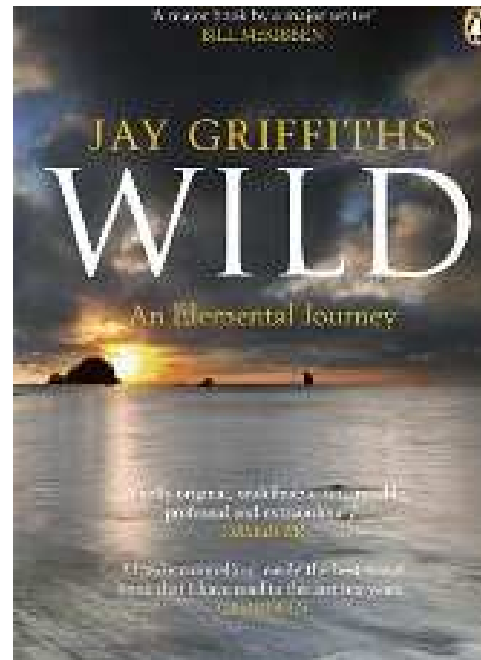
LSE - moving social security online
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Into the 'wild'

- “You must have chaos in your soul to give birth to a dancing star” Nietzsche quoted in:



Planting the Flag: a strategy for ICT-enabled local public services reform

Executive summary



May 2011

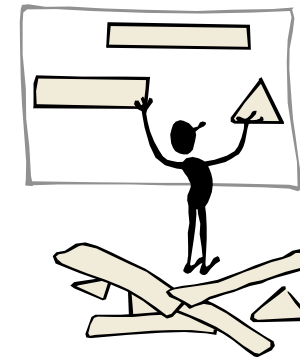


Three core principles:

Innovate



Redesign



Collaborate



What I want to cover:

Collaboration, re-design, innovation in
designing online social security for the future:

- Policy issues
- Delivery issues
- ICT issues

Tomorrow's Public Services (Socitm *Insight*)

- self-service
- shared services, including shared technology
- flexible working as the norm rather than the exception
- capitalising on mobile devices
- services re-designed as end-to-end processes, minimising human intervention and physical 'hand-offs'
- information available, accessible and reliable
- new delivery vehicles, such as cooperatives
- coordinated responses to a single issue by multiple agencies



Collaboration – policy

- What are the outcomes being sought?
- Housing costs?
- Council Tax benefit?
- Clarity over respective roles of DWP, HMRC, CLG, LAs, Third Sector
- Risk assessment



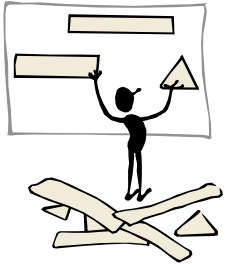
Collaboration – delivery

- 'Chaotic' lives
- Engaging key stakeholders
- Engaging people:
 - benefits staff
 - peripatetic nurses – LG and third sector
 - social workers – LG and third sector
 - citizens
 - etc etc



Collaboration – ICT

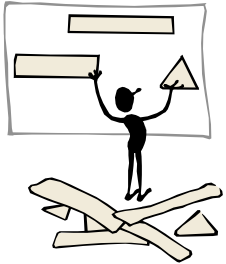
- Agile – business model and/or ICT systems development
- LG practitioners
- LG ICT community
- Third sector
- Suppliers



Re-design - policy

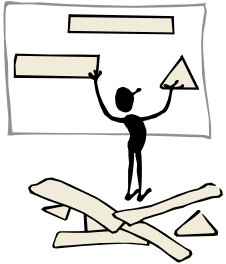
- Flexibility in the policy approach
- Methodology/mindset
 - Agile
 - business value, outcomes focused, approach, with 'citizen at the centre'
- Channels – access, inclusion and transition
- Delivery model





Re-design - delivery

- Who will deliver the front and back-office services?
 - DWP online
 - Housing costs/benefits
 - Council Tax Benefit
- Will LAs and Third Sector be able to act as contractors for the service?
- Transitioning delivery
- Mediated delivery
- Performance monitoring



Re-design - ICT

- Core system
- Linkages:
 - identity management and other standards
 - data protocols between DWP and LAs re. accreditation of data
 - who will validate private sector tenancy information?
 - what will be the payment vehicle?
 - positioning wrt other online information/systems
 - social media
 - transitioning legacy information and systems



Innovation - policy

- Policy development:
 - key stakeholder engagement
 - citizen engagement
- Linkages policy – delivery:
 - welfare reform
 - ‘Localism’
 - ‘Big Society’



Innovation - delivery

- Lack of transparency:
 - business case
 - project plan
 - deliverables
- Opportunities for co-production and co-delivery
e.g. electronic marketplace for social and health care – citizens as ‘data controllers’ – linked to Universal Credit



Innovation - ICT

- ICT to enable personalisation
- Suppliers
- Developer communities
- Technologies

Conclusions

- Strong central drive
- Agile approach
- Invitation to the wild places!
- SOLACE Socitm, CIPFA, IRRV
- Frontline staff
- Citizens
- Innovators



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