Designing online social security for the future – *into the ‘wild’*

LSE - moving social security online

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Martin Ferguson, Policy Director - Socitm

[Email link](mailto:martin.ferguson@socitm.gov.uk)
Into the ‘wild’

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

www.socitm.net
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

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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

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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

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Conclusions

- Strong central drive
- Agile approach

- Invitation to the wild places!
- SOLACE ..... Socitm, CIPFA, IRRV
- Frontline staff
- Citizens
- Innovators

www.socitm.net
www.justgiving.com/Martin-J-Ferguson

martin.ferguson@socitm.gov.uk