

The Digital Transition: Strategies for Success

Archie Ratcliffe, Public Affairs and
Campaigns

Local Government Association

Role of local government

- Digital transformation and technology adoption are foundational to economic growth.
- Local authorities play a central role as both standalone organisations and enablers in achieving this.
- Local government spends approximately £3.2 billion (23/24) on technology and digital services.
- The PSTN migration is an example of purpose-led collaboration.
- The Stockport Council trial is a particularly good example of inter-industry collaboration.
- However, delivering on projects like the PSTN migration requires a concerted effort to empower local authorities.
 - Local Government Centre for Digital Technology is essential to realise the potential of a digitally-enabled public sector.
 - Councils need empowerment to improve capacity and capability of dedicated digital teams.
 - Data sharing agreements

National telecare campaign (NTC)

- Aim to raise awareness of the digital switchover.
- LGA and TSA's relationship and role in the NTC.
- Important to learn lessons from other campaigns.
- Role of local government, telecare sector and voluntary and community sector organisations.
- Need for timelines, clear messaging, and strong coordination.
- Scams.
- Impact on businesses or other technology on analogue lines.

All-Party Parliamentary Group – Digital Communities

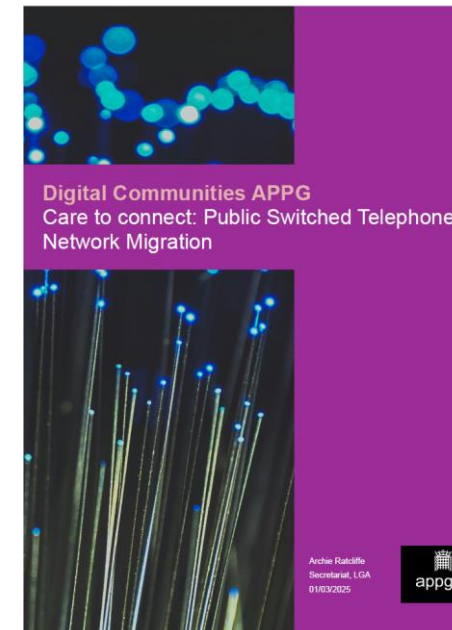
Chair: Helen Morgan MP, Liberal Democrat, North Shropshire

Secretariat: LGA

Aim: To promote the delivery of digitally equipped places that support and foster a connected, healthy, and productive community. This includes the creation and maintenance of sustainable digital infrastructure, as well as providing residents with equal opportunity to thrive in a digital world.

Care to connect: PSTN Migration report

- Three oral evidence sessions
- Witnesses from telecoms, local government, telecare, and VCS
- Parliamentary launch



Care to connect report – Key messages

- The ‘industry-led’ approach creates a complex landscape in what is a technical project with deeply personal repercussions.
- Witnesses supported government interventions but expressed on the effectiveness of specific interventions – PSTN Charter and PSTN Checklist.
- The role of government needs to be clearly defined in digital transformation projects, and other government departments need to do more to support DSIT and DHSC.
- Signing DSAs is complicated by the lack of alignment amongst CPs.
- That neither BT, VMO2 or DSIT are providing strategic leadership for the NTC, nor are they providing direction to key partners or stakeholders.
- The protection and safety of residents is paramount, as is the need to improve weather resilience across the county.
 - All service providers and suppliers should be certified to TEC Quality’s QSF.
 - Councils should not purchase telecare products that rely on 2G/3G.
 - The sale and redeployment of analogue alarms needs to end.
 - Ringfenced funding needed for councils to improve capacity and capability of dedicated digital teams.

Care to connect – Highlight recommendations

- The PSTN Charter should be updated to include the agreed supported journeys definition during the PSTN migration.
- The Department for Health and Social Care (DHSC), working with the TSA, must take every reasonable step to end the sale of analogue-enabled telecare devices.
- Future digital transformation projects should be coordinated centrally by national government, leveraging local and regional government and industry representatives.
- Resolving the issue of power back-up solutions should be a joint undertaking between energy and communication providers, with oversight from Ofgem and Ofcom.
 - All telecare service providers and suppliers, including private providers and suppliers, must be certified to TEC Quality's Quality Standards Framework to reach the highest standards on their digital switchover procedures.
 - Audits should be conducted by local authorities and businesses to understand what technology is owned that might be impacted by 2G and 3G sunsetting.

Email: archie.ratcliffe@local.gov.uk / appg@local.gov.uk

APPG: <https://digitalcommunities.inparliament.uk/>