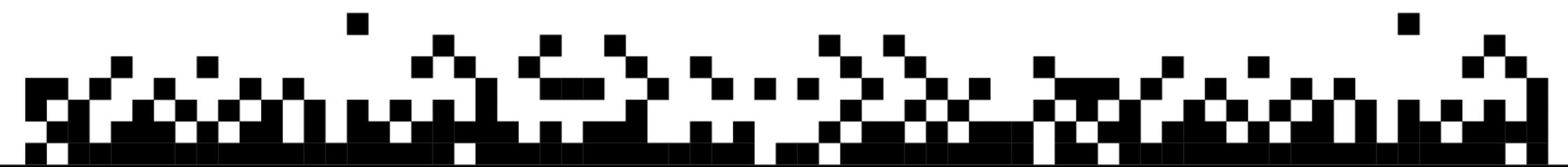
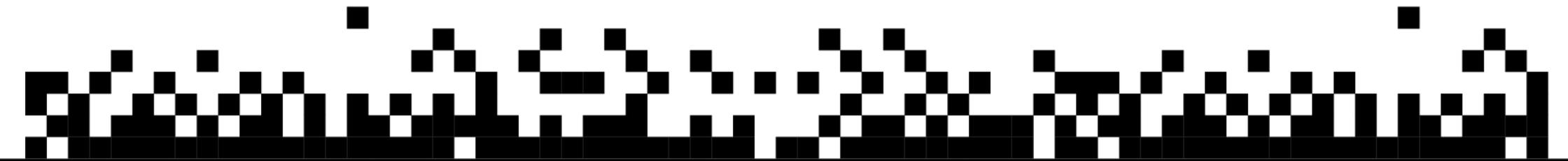


How are digital services improving outcomes for Hackney's residents and businesses?



We are working to provide digital services,  
so good that people prefer to use them



Helping to tackle homelessness through redesign of housing advice and personal housing plans

Improving efficiency and accuracy through smart automation



A new approach to networking so we can support all Council staff to get on-line wherever they work

**Check and pay rent on your mobile phone**

Report and track repairs on your mobile phone

**Helping more residents find employment through digital redesign of Hackney Works**

We've taken big steps forward with our security so that residents can trust us to safeguard their data

Updated our contracts register to provide a clear pipeline of future commissioning priorities

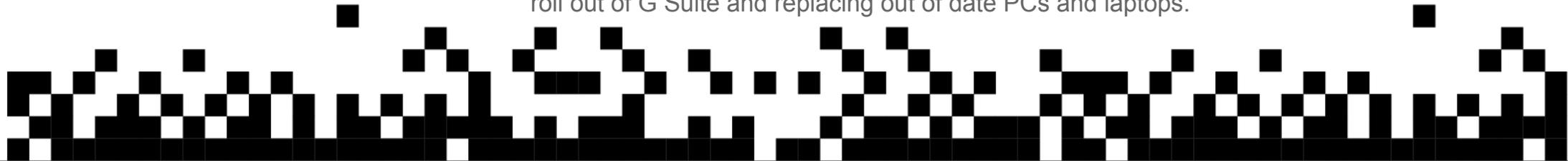
**Launched our Digital Apprenticeship programme with 21 new apprentices joining our team this autumn**

Successfully moved to the Hackney Service Centre, bringing our team together in a modern working environment

**Increasing staff time supporting residents through smarter working and mobile technology**

Delivered personal support and advice for our users, including support for general tools, information management and geographical data

Provided nearly 4,000 users with modern tools for work through the roll out of G Suite and replacing out of date PCs and laptops.





## **Raising standards for private sector landlords through digital registration for HMO licences**

**We bust our backlog of cases** so that services have IT that works and can focus upon delivering residents' needs

**Upgraded and replaced hundreds of servers, switches and applications** to keep our systems secure and up to date

**Smarter freedom of information requests** that proactively suggest the information people are looking for, increasing transparency and reducing costs

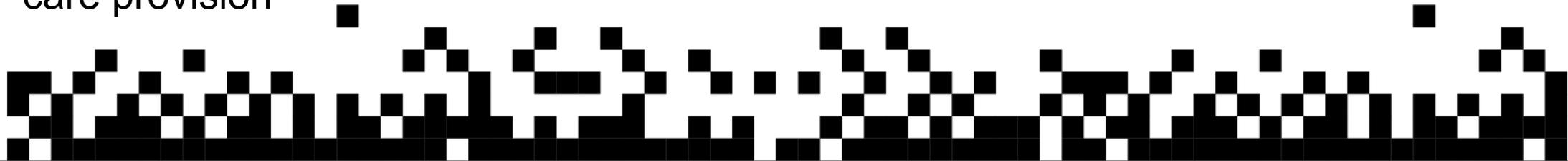
**Relaunched HackIT** with the completion of our restructure and welcomed new colleagues into our team

**Enabled significant savings through redesign of services**, helping Hackney continue to prioritise investment in front line services

**We are leading local digital collaboration** through our work to relaunch Pipeline, our User Research Library and working in the open

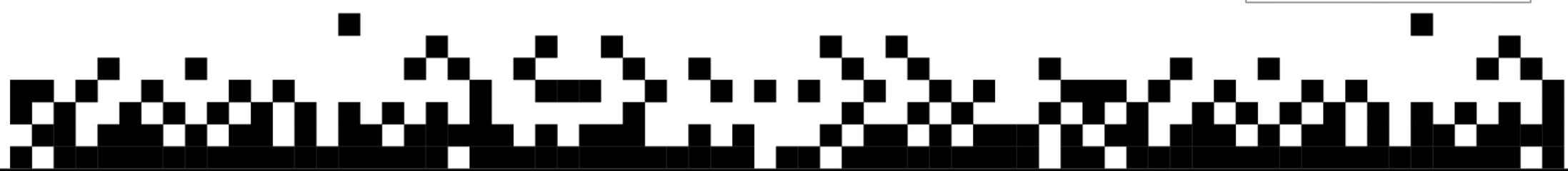
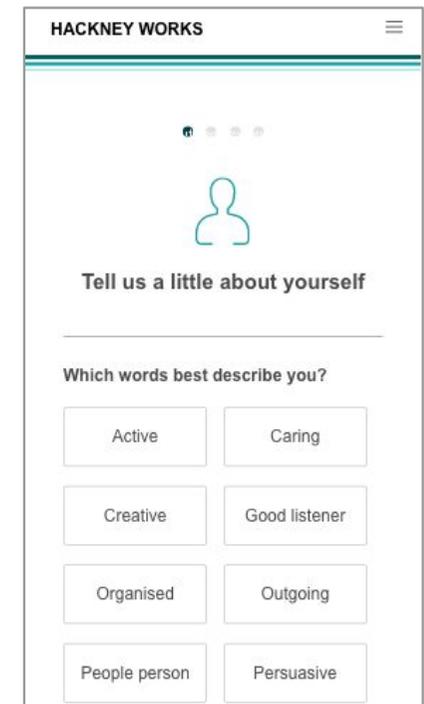
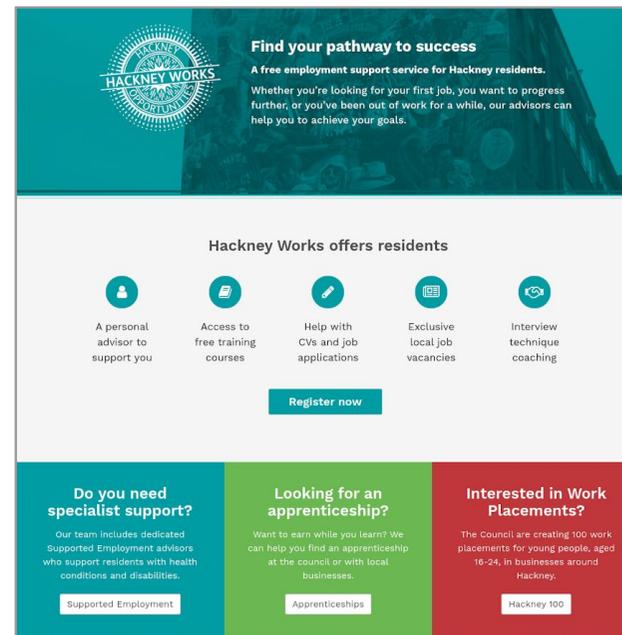
**Supporting Hackney's most vulnerable residents** through increasing in-house foster care provision

**Fast and easy to use internet access at Hackney's libraries and offices** using our Wifi-4-All service



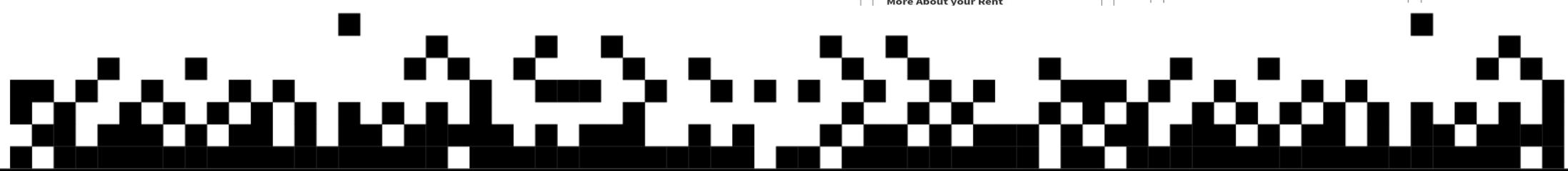
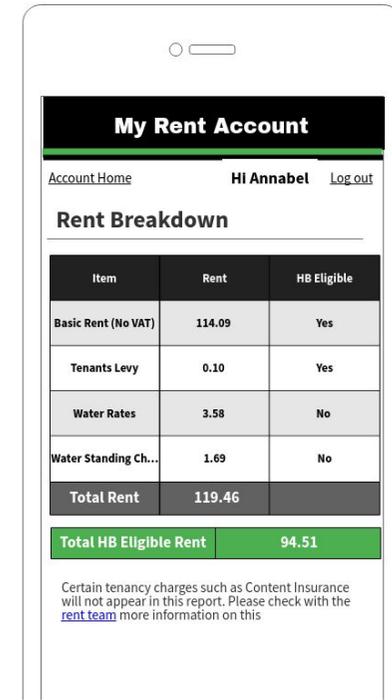
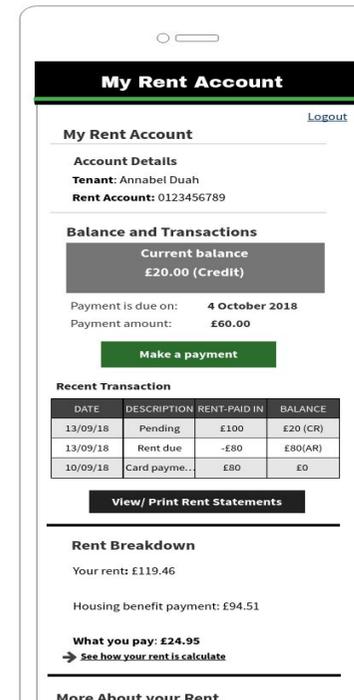
# Helping more residents find employment through digital redesign of Hackney Works

- Referrals have increased 60% thanks to a simplified referral process
- Hackney Works has increased its reach by 47%
- 45 more people are in work vs the same time last year



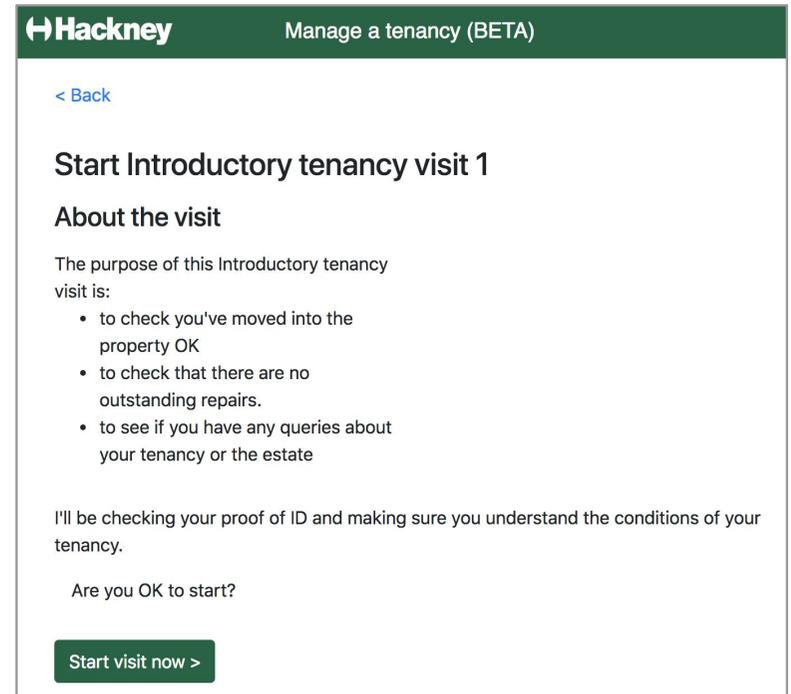
# Check and pay rent on your mobile phone

- 1,000 fewer calls each month as tenants are now able to check their balance on their mobile
- 20% increase in online and 14% decrease in phone transactions

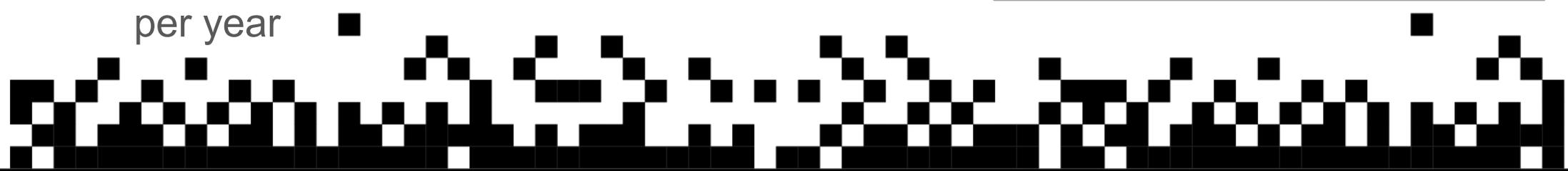


# Increasing staff time supporting residents through smarter working and mobile technology

- Officers can now spend more time with tenants by accessing and updating live data on the move
- Supporting reconfiguration of Neighbourhood Housing Offices - c. £200k saving pa
- Helping to reduce fraud: already identified 1 potential tenancy fraud costing £18,000
- Reducing paper use by over 30,000 sheets per year

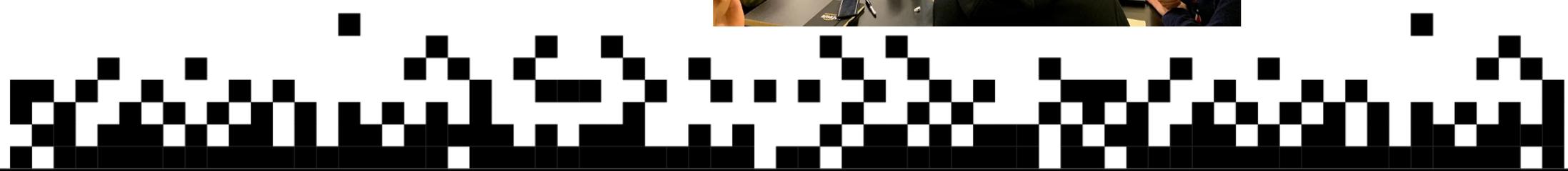
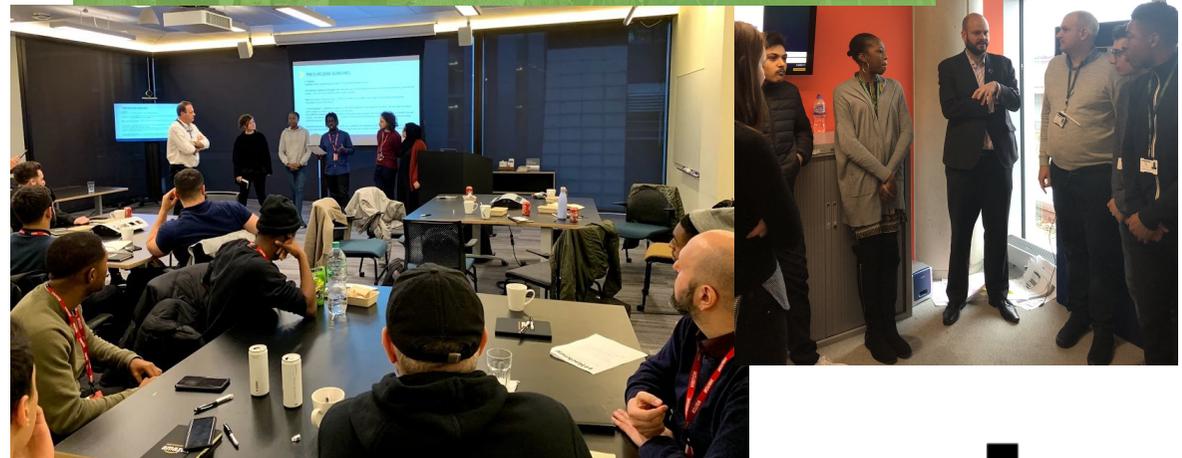


The screenshot shows a mobile application interface for 'Manage a tenancy (BETA)'. At the top, there is a green header with the Hackney logo and the text 'Manage a tenancy (BETA)'. Below the header, there is a blue link '< Back'. The main content area is titled 'Start Introductory tenancy visit 1' and 'About the visit'. It explains the purpose of the visit and lists three bullet points: 'to check you've moved into the property OK', 'to check that there are no outstanding repairs.', and 'to see if you have any queries about your tenancy or the estate'. Below this, it states 'I'll be checking your proof of ID and making sure you understand the conditions of your tenancy.' and asks 'Are you OK to start?'. At the bottom, there is a green button labeled 'Start visit now >'.



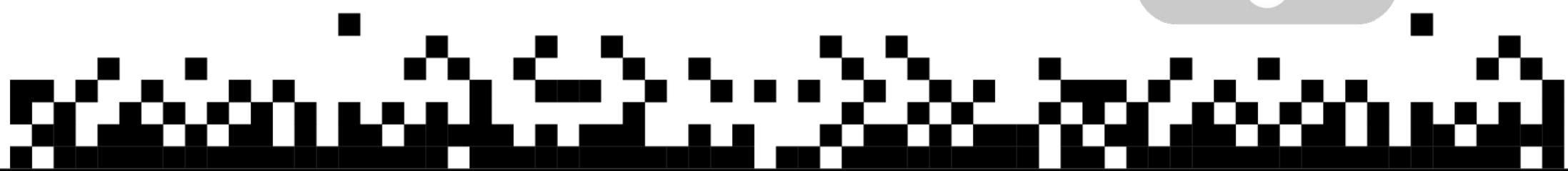
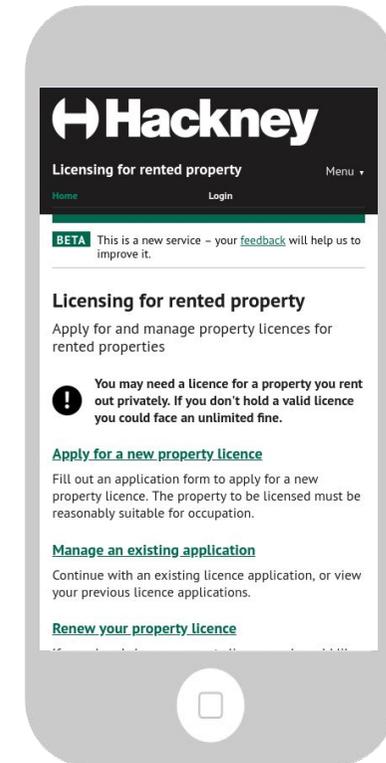
# Launched our Digital Apprentice programme with 21 new apprentices joining our team this autumn

- 21 new apprenticeships across the ICT team in a range of disciplines
- Working towards high quality qualifications
- Linking in with local tech employers to provide a great start to their careers in digital



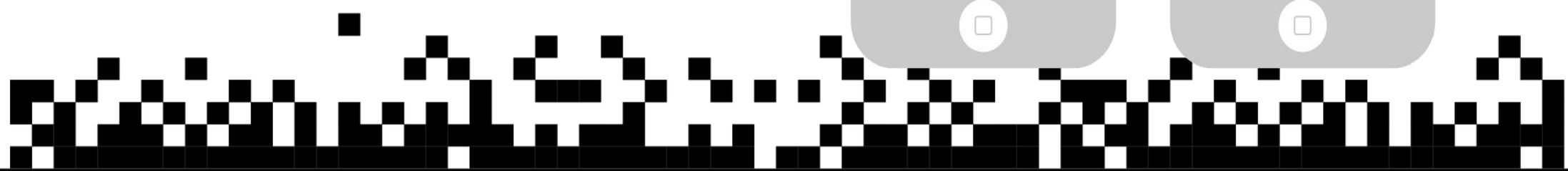
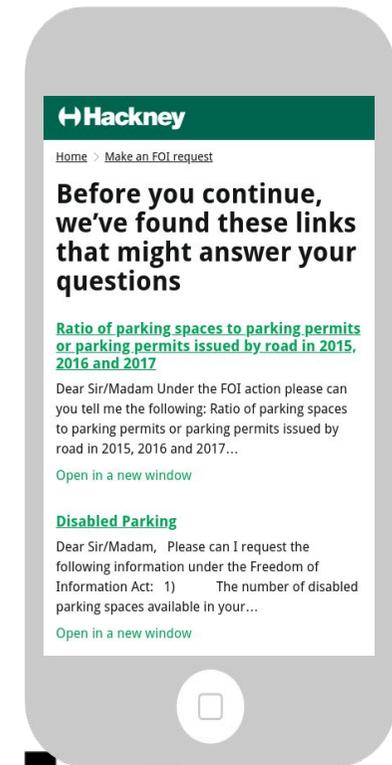
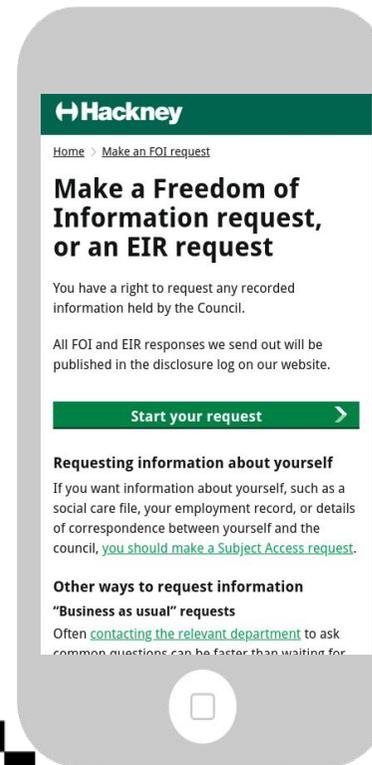
# Raising standards for private sector landlords through digital registration for HMO licences

- Twice as quick to complete as the paper form
- Generated £1.25M revenue from 1731 applications
- Inspections will be carried out using mobile devices from Feb 2019



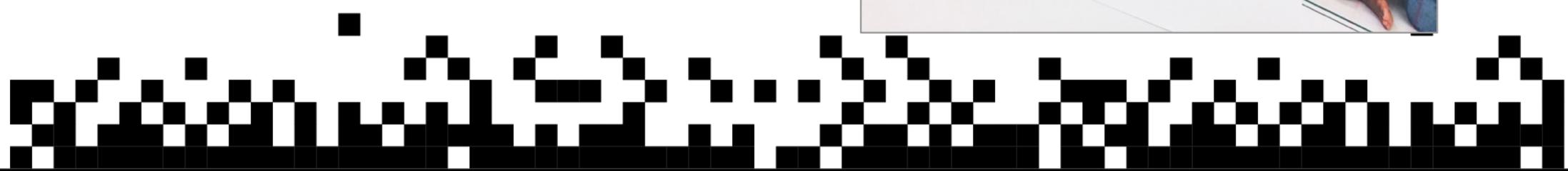
# Smarter FOI requests that proactively suggest information, increasing transparency and reducing costs

- Simpler, clearer online experience for submitting a request for information
- Proactive suggestions of information that is already available as open data / previous FOI responses
- 24 FOIs avoided, expected to save equivalent to £12k in first year



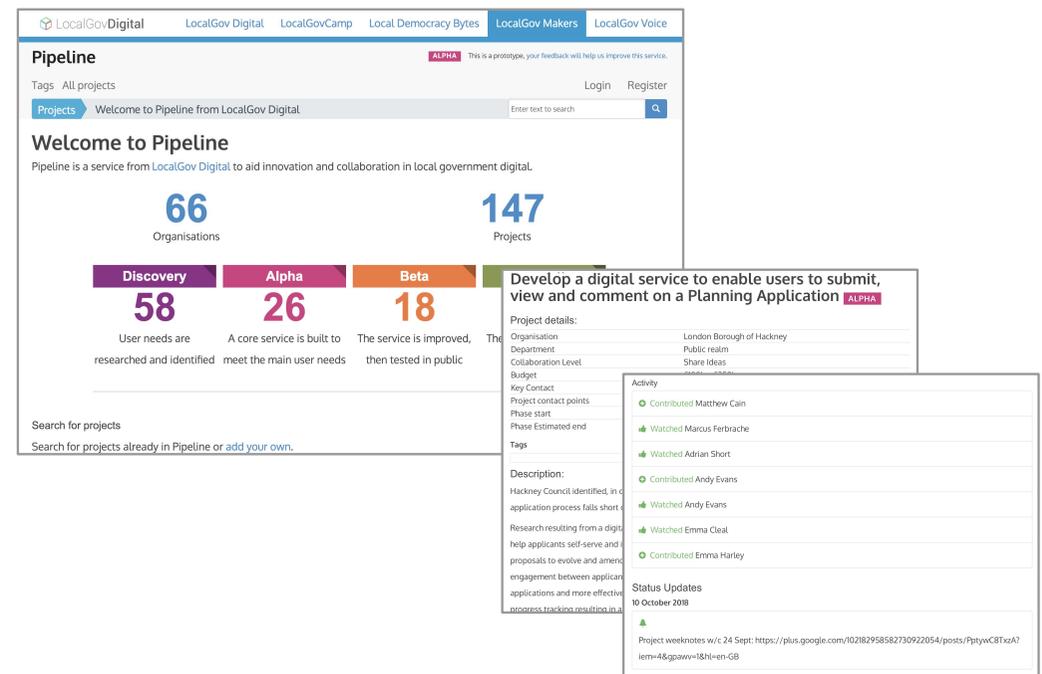
# Supporting Hackney's most vulnerable residents through increasing in-house foster care provision

- Improving the information session for prospective foster carers
- Simple eligibility checker, helping to ensure applications are likely to be successful
- 16 applicants have applied online (3 currently in selection process)

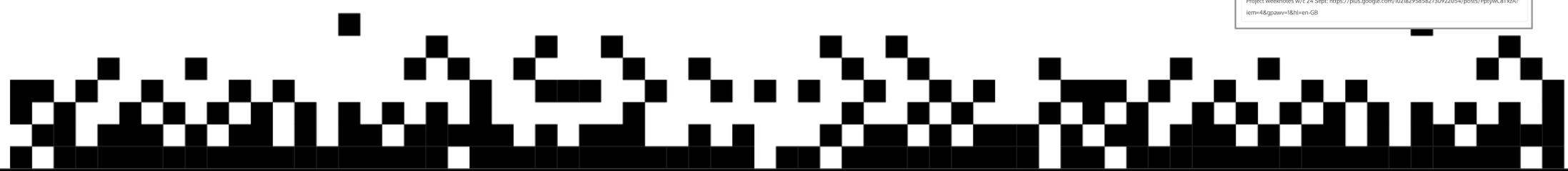


# We are leading local digital collaboration, through catalysing shared digital development & working in the open

- 147 projects shared from 66 organisations since Nov 2018 using the Pipeline collaboration platform
- eg 9 authorities working together to transform planning applications
- eg collaboration across 4 authorities on new web content



The screenshot shows the Pipeline collaboration platform interface. At the top, there are navigation tabs for LocalGov Digital, LocalGov Digital, LocalGovCamp, Local Democracy Bytes, LocalGov Makers, and LocalGov Voice. The main header reads "Pipeline" with a sub-header "This is a prototype, your feedback will help us improve this service." Below this, there are tags for "All projects" and a search bar. The main content area displays "Welcome to Pipeline" and states "Pipeline is a service from LocalGov Digital to aid innovation and collaboration in local government digital." It features two large statistics: "66 Organisations" and "147 Projects". Below these are three colored boxes representing project stages: "Discovery" (58), "Alpha" (26), and "Beta" (18). A description of the project is provided: "Develop a digital service to enable users to submit, view and comment on a Planning Application". The project details include "Organisation: London Borough of Hackney", "Department: Public realm", "Collaboration Level: Share Ideas", and "Budget: £100,000". The activity log shows contributions from Matthew Cain, Marcus Ferbrache, Adrian Short, Andy Evans, and Emma Cleal. The status is "Updated 10 October 2018".



Find out more

<https://blogs.hackney.gov.uk/hackit/autumn-update>

