

Digital Readiness Assessment for Irish Local Authorities

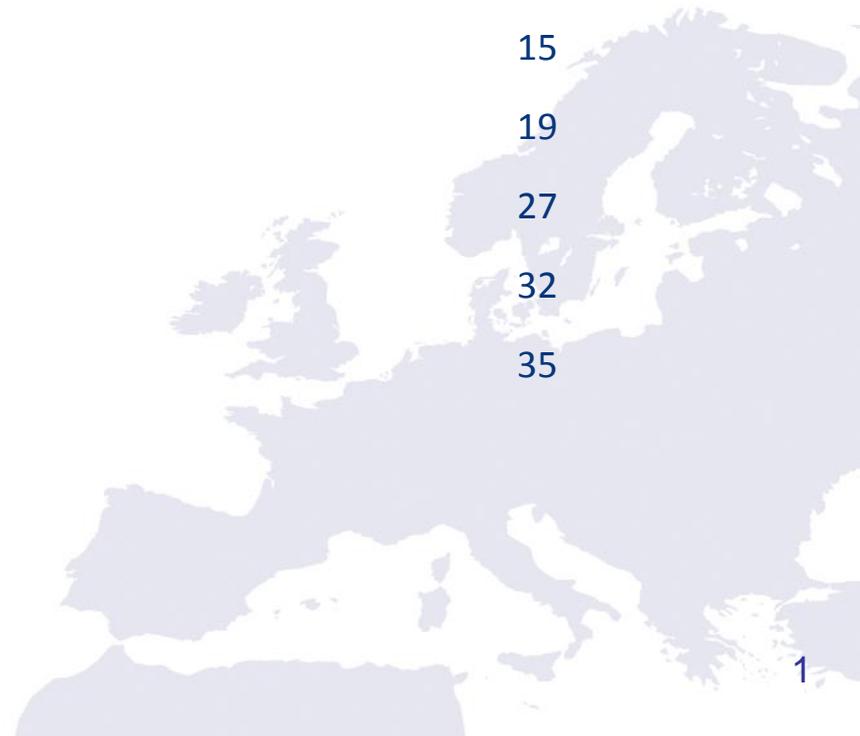
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Contents

Section	Slide
1. Introduction	2
2. Digital Maturity Dashboard	6
Pillar I - Transition to Digital	7
Pillar II - Digital Economy and Employment	12
Pillar III - Digital Skills	15
Pillar IV - Digital Services	19
Pillar V - Infrastructure	27
Pillar VI - Innovation and Entrepreneurship	32
Pillar VII - Community and Culture	35

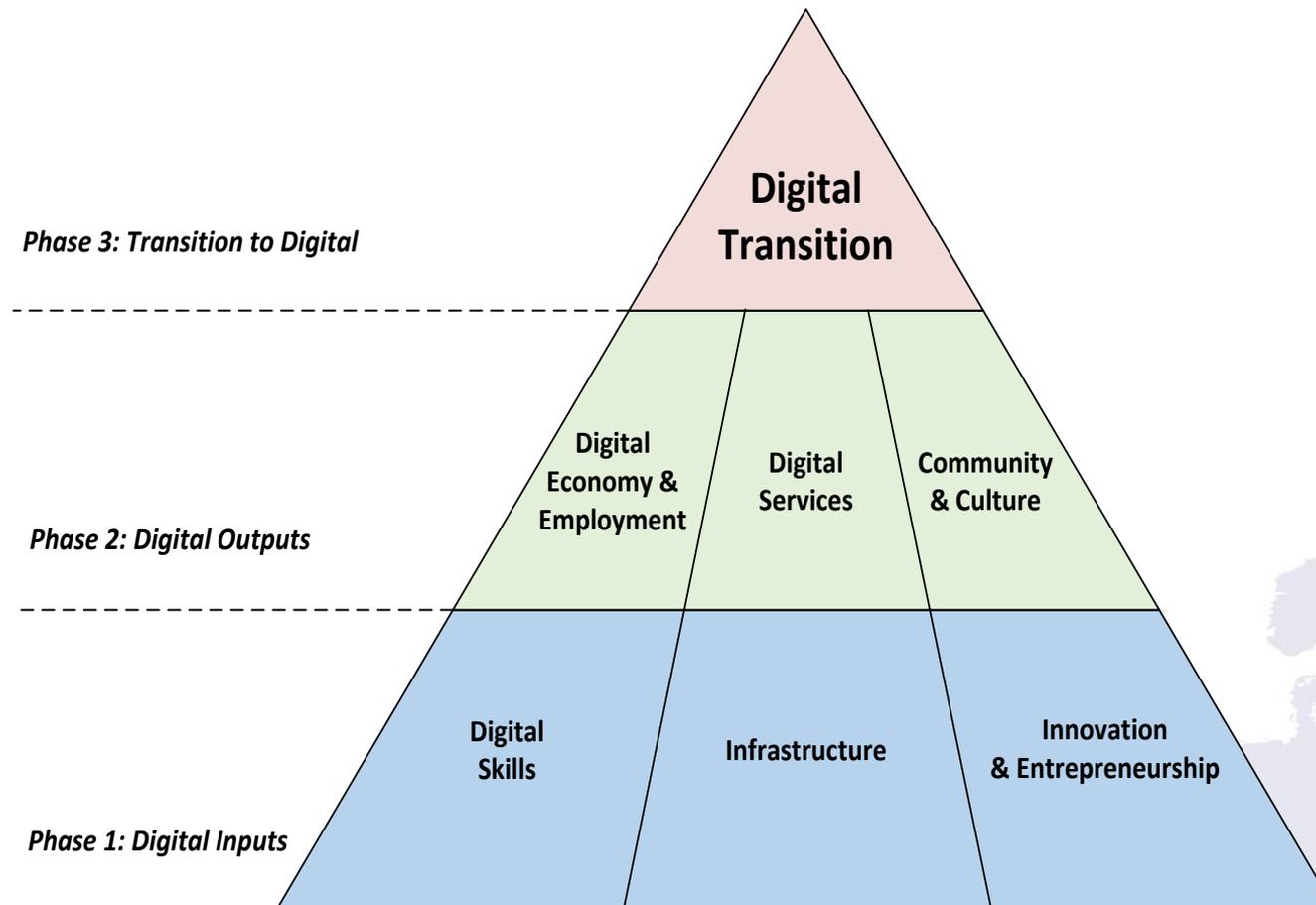


1. Introduction

- ❑ This report represents a summary of the results of the Digital Readiness Assessment (DRA) for Irish Local Authorities
- ❑ Each DRA measures the digital maturity across seven pillars
- ❑ It covers both activities of households and businesses in the region, as well as the activities of each Council itself
- ❑ DRAs recognise that Local Authorities are at different starting points and have different needs
- ❑ Can be used as starting point for objectives and action plans
- ❑ Where feasible independent empirical evidence has informed analysis and this is supported by judgement of Local Authority digital officers
- ❑ It is a matter for each Local Authority to finalise their own assessment of the issues using the DRAs as an external input to their own assessment

1. Introduction

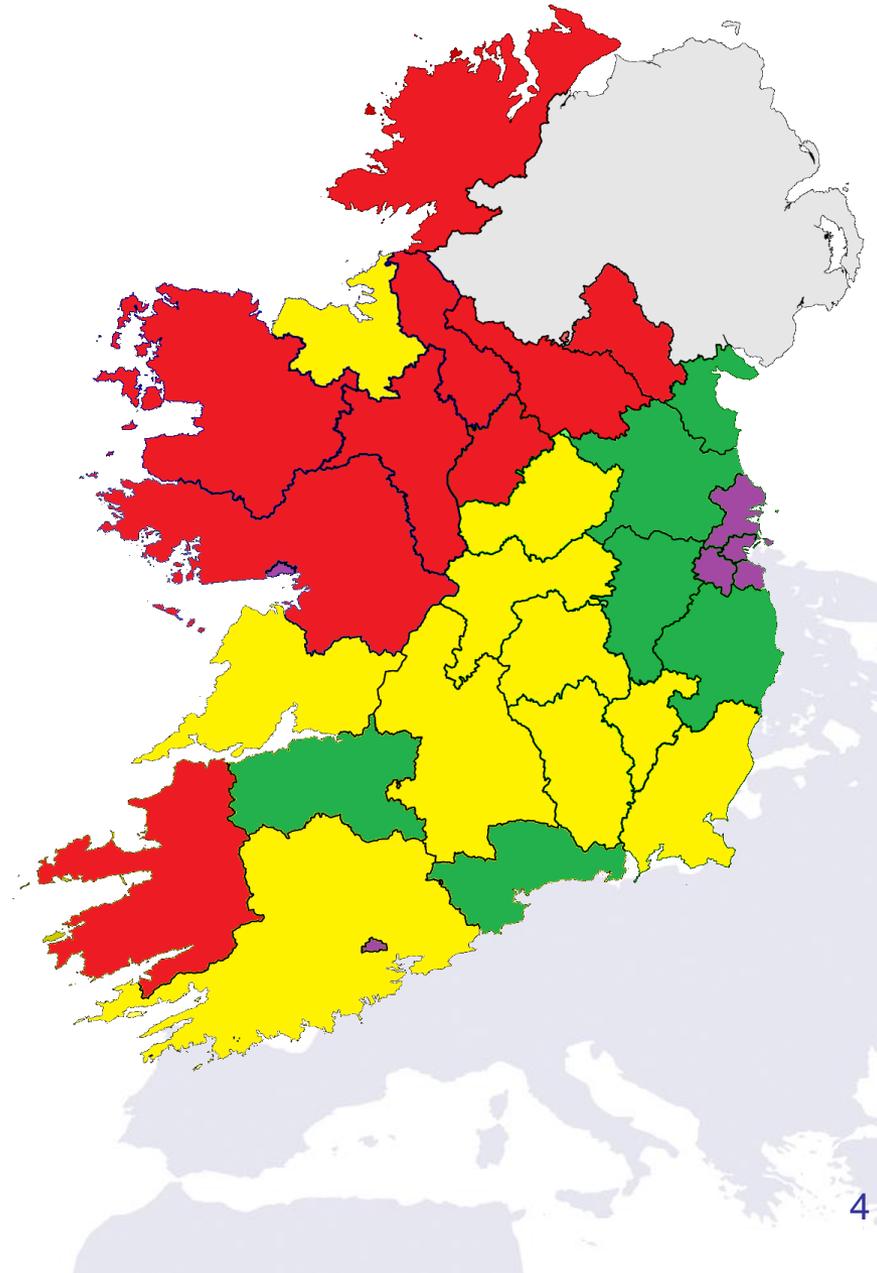
- Seven Levels



1. Introduction

- Peer Groups

- ❑ Methodological approach is to compare Local Authority to best practice, and also to compare to the national position and to Peer Groups
- ❑ Groupings based on level of urbanisation in each Local Authority
- ❑ We classify Local Authorities into:
 - **Group 1 (Purple):** Urban areas where % of rural population < 30%
 - **Group 2 (Green):** Mixed areas where % of rural population > 30% but < 45%
 - **Group 3 (Yellow):** Mixed areas where % of rural population > 45% but < 60%
 - **Group 4 (Red):** Areas where the rural population is > 60%.



1. Introduction

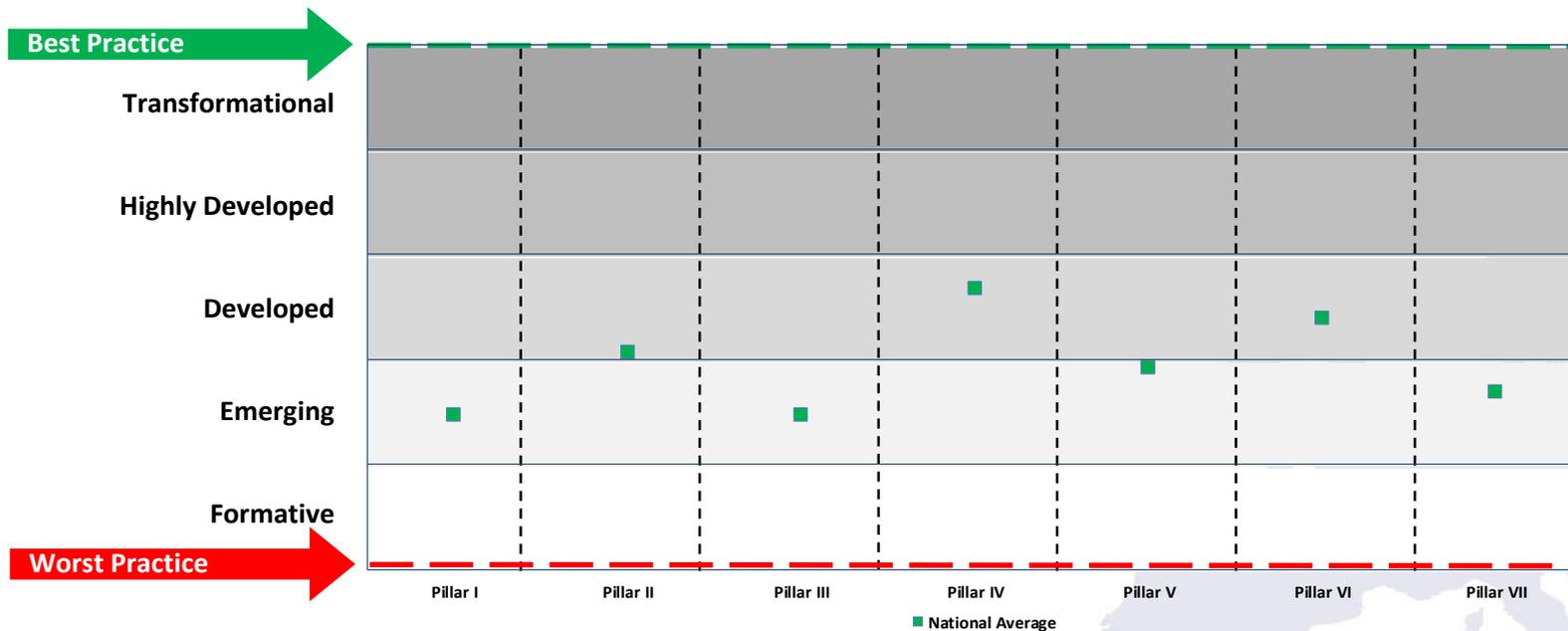
- Transformational Levels

- ❑ DRA reports individual measures of digital progress and provides an individual 'score' for each of the 7 pillars, against which each LA is compared

- ❑ Transformational levels represent five levels of progress as follows:
 - **Level 1 - Formative:** Minimal take-up of digital technologies; focussed on LA's own service provision; resource levels and commitment of organisation low and conducted in the absence of an explicit strong strategy.
 - **Level 2 - Emerging:** Take-up of digital technologies is evident across a number of LA services but not in others; take-up variable; Limited out-reach to wider community; resource levels dedicated low, though commitment to long-term strategy; strategy being formed.
 - **Level 3 - Developed:** Take-up of digital technologies is the most important channel across a number of LA services; active out-reach to wider community though limited actual change in behaviours being achieved; resource levels to promote digital strategy strong and in line with published long-term strategy.
 - **Level 4 – Highly Developed:** Ambitious programme of adaption of digital technologies; programmes to promote digital engagement in the wider community; explicit published digital strategy which is an integrated element of the Local Authorities overall planning.
 - **Level 5 - Transformational:** World-leading adaption of digital technologies both in terms of own processes; impactful engagement in the wider community; explicit digital strategy which is a core, integrated element of the Local Authorities overall planning.

2. Digital Maturity Assessment Dashboard

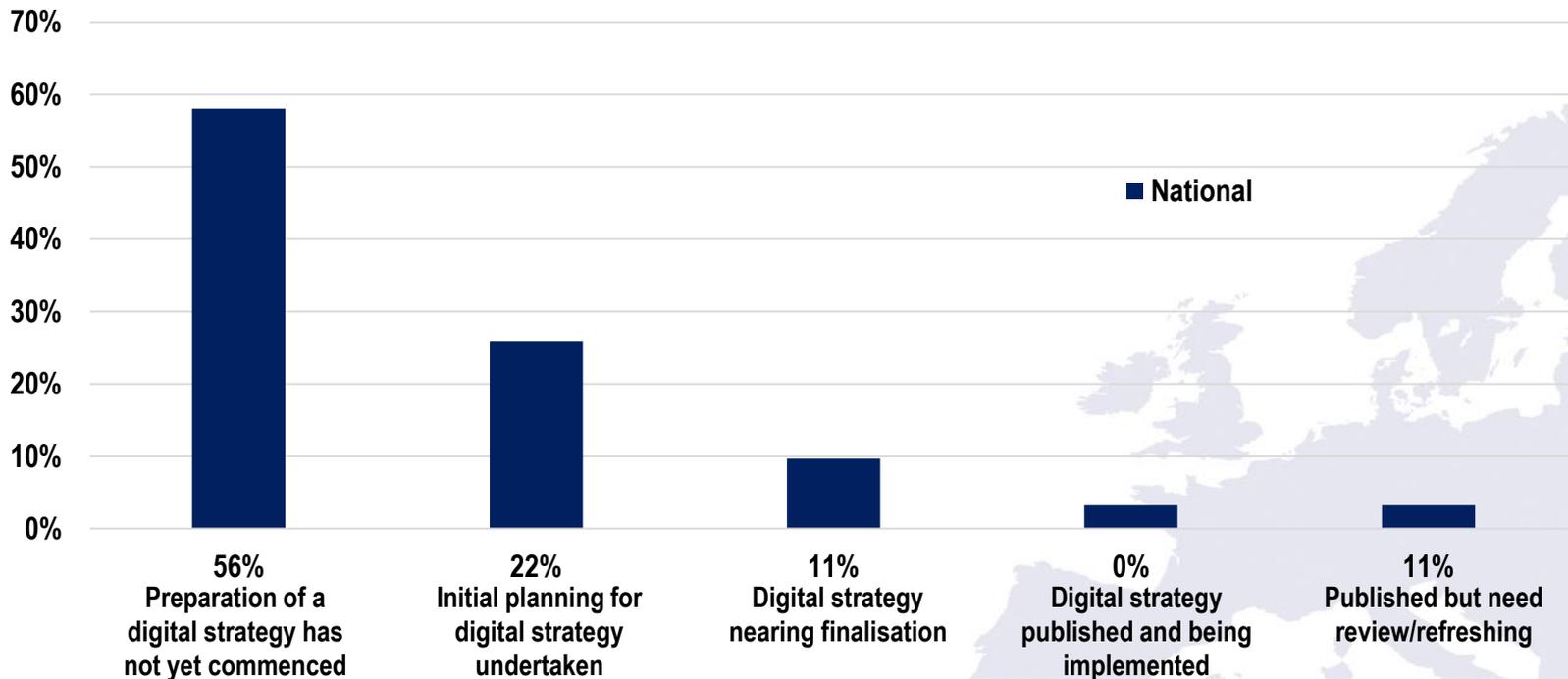
- ❑ The national average of the score of each of the 31 Local Authorities across the 7 pillars is illustrated below
- ❑ Irish Local Authorities are typically classed as 'Emerging' or 'Developed' across the 7 pillars



2. Digital Readiness Assessments

Pillar I: Transitioning to Digital

- Best practice is for each LA to have published and commenced implementation of a digital strategy. The national best practice is aligned with this.



2. Digital Readiness Assessments

Pillar I: Transitioning to Digital

- ❑ Best practice is to have a sufficiently well resourced team and a multi-disciplinary team from different divisions

% of LAs with an overall digital leader appointed to work with:	National
Well-Resourced Team	23%
Multidisciplinary Team from Different Divisions within Local Authority	55%

2. Digital Readiness Assessments

Pillar I: Transitioning to Digital

- ❑ International best practice is to have an external digital champion to support the development and delivery of the digital strategy

% of LAs with a Digital Champion who is:	National
Broadband Officer	50%
Other Internal Staff	30%
External Digital Champions	20%

2. Digital Readiness Assessments

Pillar I: Transitioning to Digital

- ❑ Best practice is to have extensive publishing of data on Open Data website and an up to date record of digital infrastructure

	National	
	Yes	No
Up-to-date record of publicly owned digital infrastructure?	23%	77%
Published an Open Data website?	45%	55%

	Very Extensvie	Significant	Limited	None
Level of Data Sharing with National Platform	3%	16%	71%	10%

2. Digital Readiness Assessments

Pillar I: Transitioning to Digital

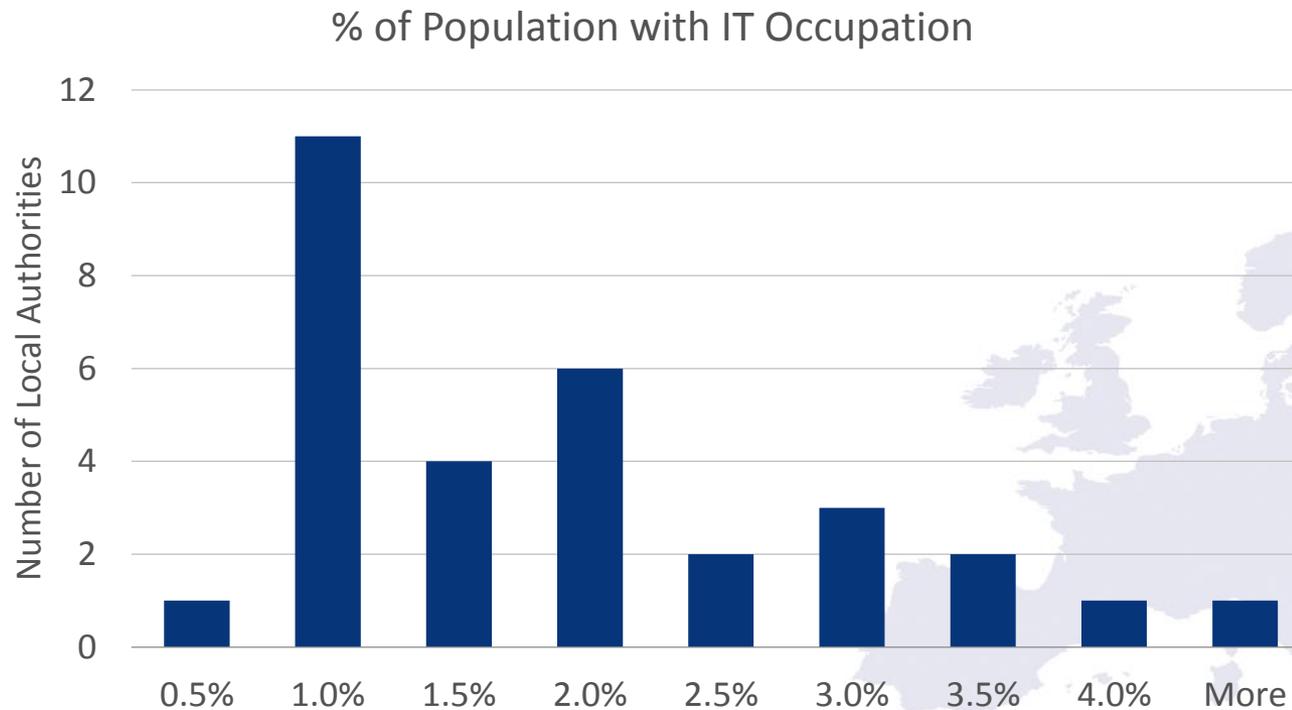
- ❑ Best practice is for LAs to have implemented a paperless office strategy

	National		
	None	Partial	Full
Extent of Paperless Office Strategy	77%	23%	0%

2. Digital Readiness Assessments

Pillar II: Digital Economy and Employment

- ❑ Very substantial divergence in terms of workforce in an IT Occupation



2. Digital Readiness Assessments

Pillar II: Digital Economy and Employment

- ❑ Best practice is that Local Authorities have up-to-date evidence on the digital offers of enterprises operating in their area

Evidence on Enterprises that Provide Payment via Internet	National
No. of Local Authorities who have to date established evidence on the percentage of enterprises in county that provide an option for consumers to purchase and pay for products/services via the Internet	6%

2. Digital Readiness Assessments

Pillar II: Digital Economy and Employment

- ❑ Best practice is that LA's should have active strategies for engaging and promoting digital engagement with enterprises

Number of Local Authorities who have:	National
Implemented a digital awareness campaign	29%
Established Forums to exchange knowledge among enterprises	39%
Developed digital clusters/incubation programmes	52%
Invested in digital hubs	84%
Conducted a digital audit	13%
Provide support to companies seeking to transform digitally	100%
Undertaken any initiatives to attract digital companies to the region	77%

2. Digital Readiness Assessments

Pillar III: Digital Skills

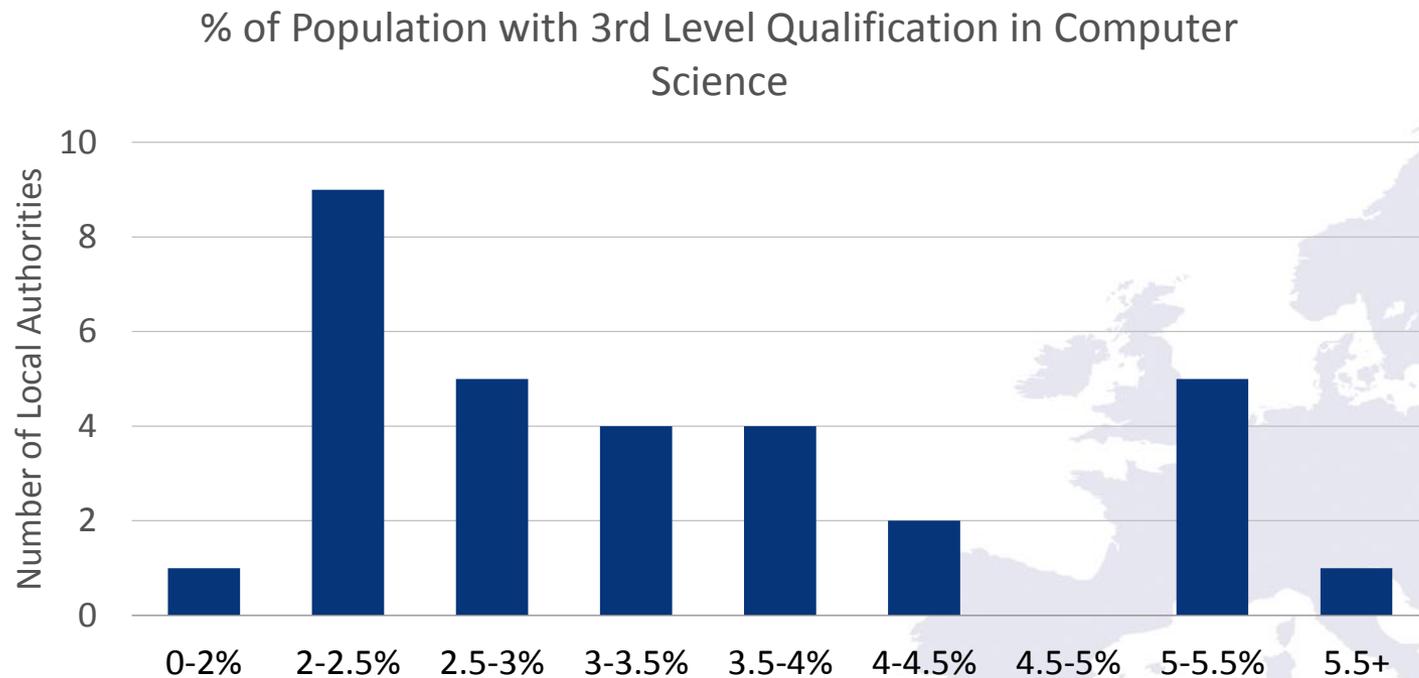
- ❑ International best evidence is that LAs have access to a gap analysis to identify digital skill gaps.
- ❑ No Local Authorities have undertaken such analysis.
- ❑ Around two in three Local Authorities in Ireland provide digital training to the public



2. Digital Readiness Assessments

Pillar III: Digital Skills

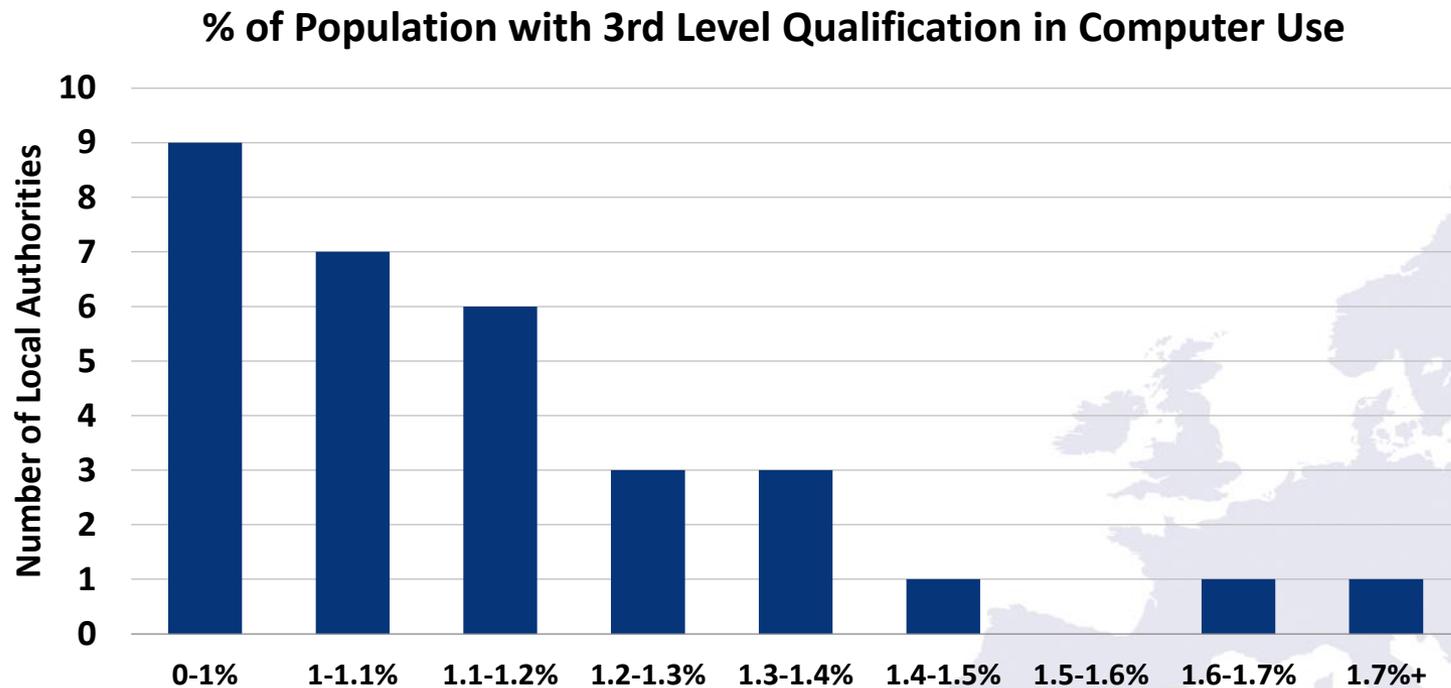
- ❑ 2%-4% of population with Computer Science Qualification in most regions, though significant spread



2. Digital Readiness Assessments

Pillar III: Digital Skills

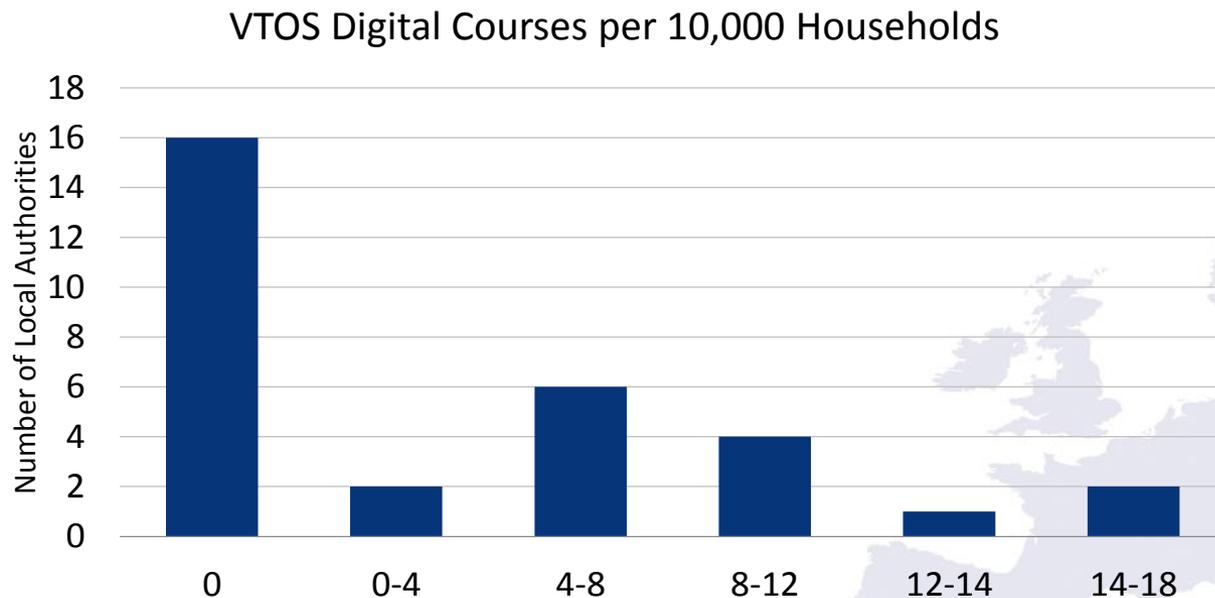
- ❑ Spread of 3rd Level qualification in computer use less pronounced



2. Digital Readiness Assessments

Pillar III: Digital Skills

- ❑ Number of Vocational Training Opportunities Scheme (VTOS) digital courses varies significantly across Local Authorities



2. Digital Readiness Assessments

Pillar IV: Digital Services

- Best practice is that all services that should be delivered digitally where feasible, and usage promoted.

% of LAs who Support Digital Public Interaction with LA	Nationally			
	Service Not Available	Service Not Available by Planned for Introduction in Next Year	Service Available but Usage Low	Service Available and Used Extensively
Community/Public Complaints	13%	6%	39%	42%
Customer/Citizen Requests	10%	13%	29%	48%
Applications for Grant Funding	48%	32%	6%	13%
Community Welfare Applications	84%	10%	6%	0%
Information on Enterprise Development	3%	6%	29%	61%
Participation in National Integrated Licence Applications	48%	26%	13%	13%
Road Opening Licences	16%	6%	10%	68%
Scaffolding Licences	81%	3%	3%	13%
Payment of Commercial Rates	35%	10%	23%	32%
Payments for Licences	29%	16%	26%	29%
Tender Notices	6%	0%	6%	87%

2. Digital Readiness Assessments

Pillar IV: Digital Services

- Many services are already offered in many Local Authorities, and experience extensive usage

% of LAs who Support Digital Public Interaction with LA	Nationally			
	Service Not Available	Service Not Available by Planned for Introduction in Next Year	Service Available but Usage Low	Service Available and Used Extensively
E-Procurement	10%	0%	23%	68%
Access to Electoral Register	3%	0%	10%	87%
Library Services	0%	0%	3%	97%
Commercial Registrations	87%	3%	6%	3%
Residential Planning Applications	32%	48%	0%	19%
Commercial Planning Applications	32%	48%	0%	19%
Payment for Planning Applications	48%	45%	0%	6%
Search Planning Applications	3%	3%	0%	94%
E-Parking	55%	13%	3%	29%
E-Access of Archiving LA Records	71%	10%	10%	10%
E-Traffic Information	68%	10%	13%	10%
Skip permits	90%	0%	3%	6%

2. Digital Readiness Assessments

Pillar IV: Digital Services

- A range of service areas are still not provided by many Irish Local Authorities

% of LAs who Provide the Following Services	Nationally		
	Service Not Available	Service Available But Low Usage	Service Available and Used Extensively
LinkedIn profile	52%	39%	10%
YouTube channel	19%	68%	13%
Video content on website	16%	58%	26%
Internet access in Libraries	0%	0%	100%
Facebook page	6%	0%	94%
Twitter account	0%	0%	100%
Free Wi-Fi (in public places)	29%	16%	55%
Free Wi-Fi (for public) in council offices	6%	29%	65%
Website optimised for smartphone	13%	6%	81%
Self-service website	52%	23%	26%
Local Authority smart phone app	71%	13%	16%
Ability to run data analysis on website	32%	13%	55%

2. Digital Readiness Assessments

Pillar IV: Digital Services

- ❑ A wide range of information is provided by most Local Authorities on their websites

% of LAs with following information on website	Nationally
Description of services offered to public	100%
Listing of services which can be provided by the Local Authority online	94%
Listing of public interactions with Local Authority which can be undertaken online	84%
Names and contact details for key officials responsible for different areas	77%
Opening hours	100%
Contact information for offices including Google Maps	87%
Design that allows viewing on smartphone and tablets	87%
Advanced search facilities	68%
Online facility to aid non national citizen integration	29%

2. Digital Readiness Assessments

Pillar IV: Digital Services

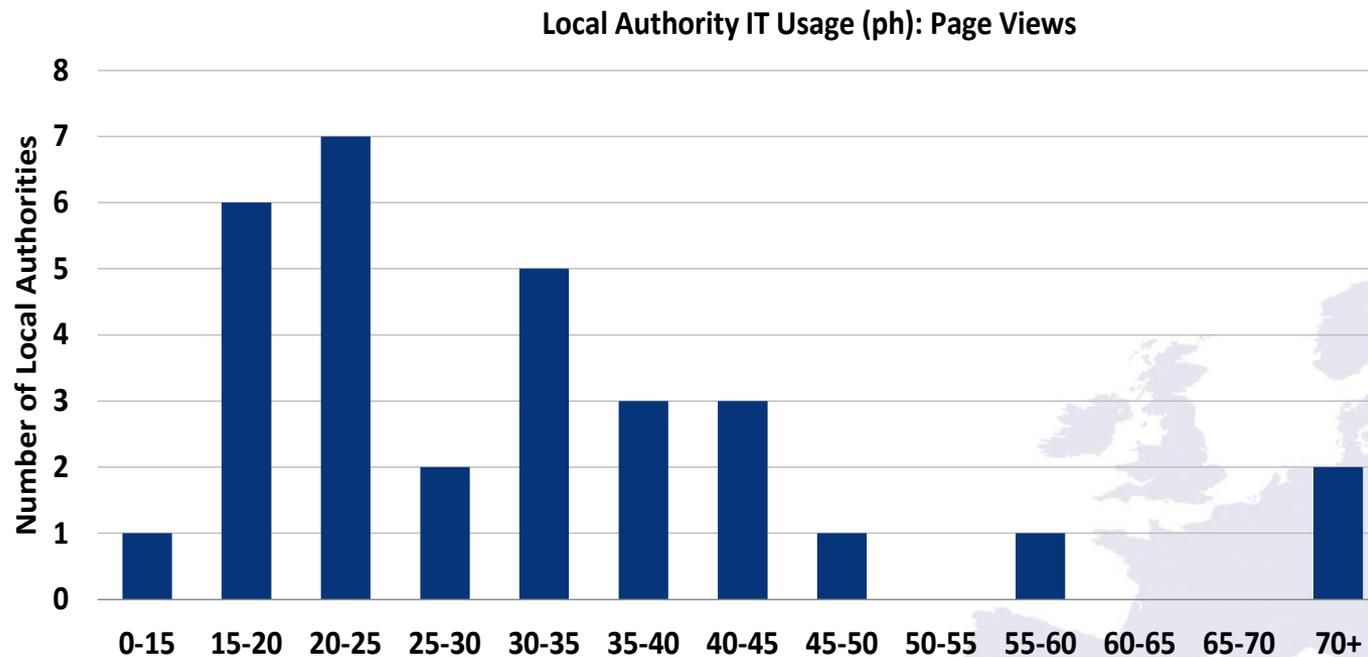
- Many Local Authorities rate their stage of development across a range of digital services as 'Transitional'

% of LAs who Support Application of Digital in:	National			
	Minimal	Transitional	Highly Developed	Transformational
Planning	3%	52%	39%	6%
Environmental Services	32%	42%	26%	0%
Housing	32%	58%	10%	0%
Transport	23%	42%	32%	3%
Community and Cultural Development	23%	55%	23%	0%
SME Development	3%	58%	39%	0%
Education and Training	45%	42%	13%	0%
Improvements in Efficiencies	29%	52%	16%	3%

2. Digital Readiness Assessments

Pillar IV: Digital Services

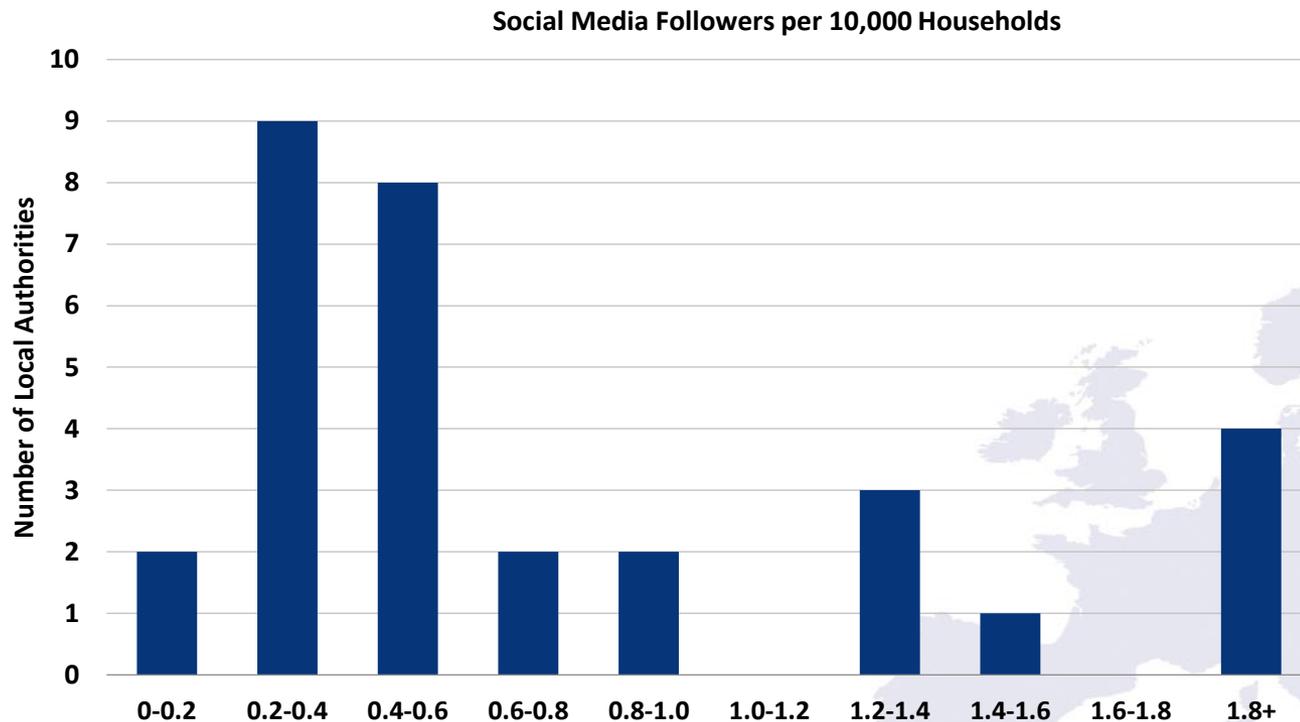
- Use of Local Authority websites per capita much higher in some local authorities



2. Digital Readiness Assessments

Pillar IV: Digital Services

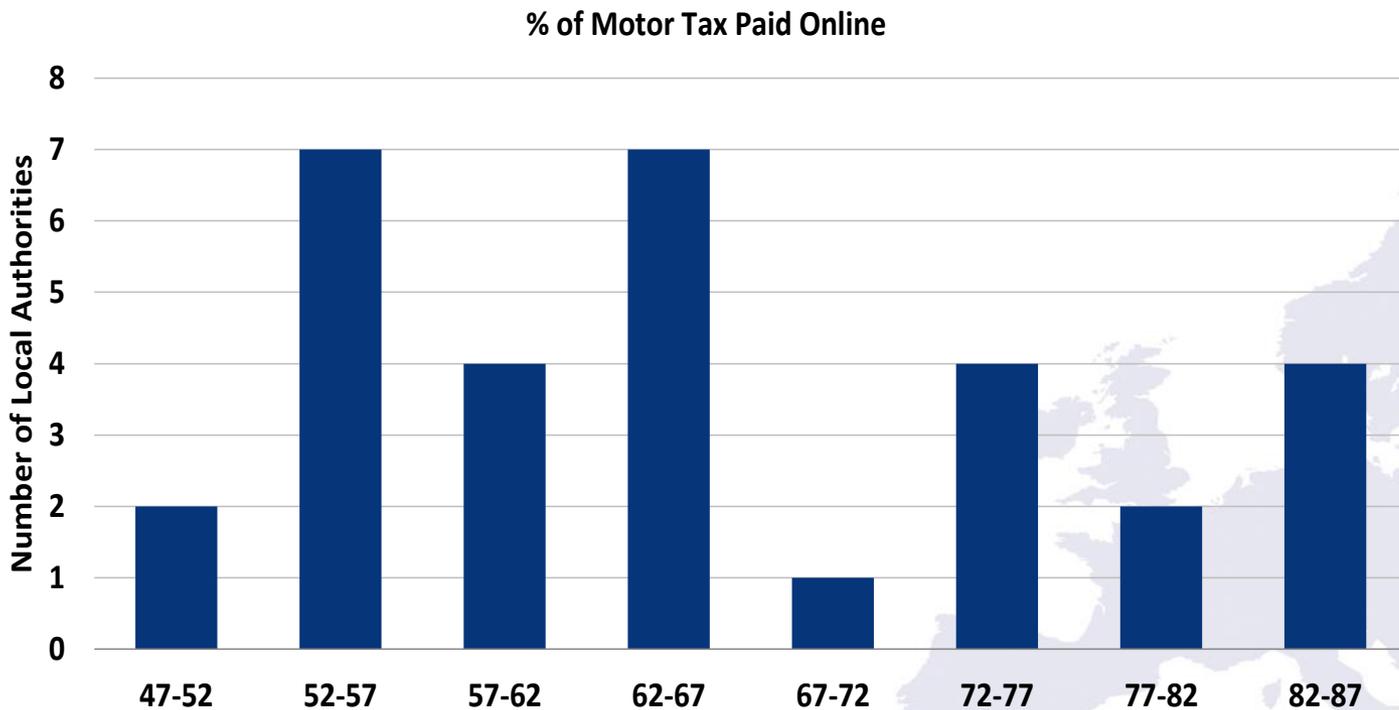
- The number of social media followers of Local Authorities also varies significantly



2. Digital Readiness Assessments

Pillar IV: Digital Services

- ❑ Level of payment of Motor-Tax online differs strongly across Local Authorities



2. Digital Readiness Assessments

Pillar V: Infrastructure

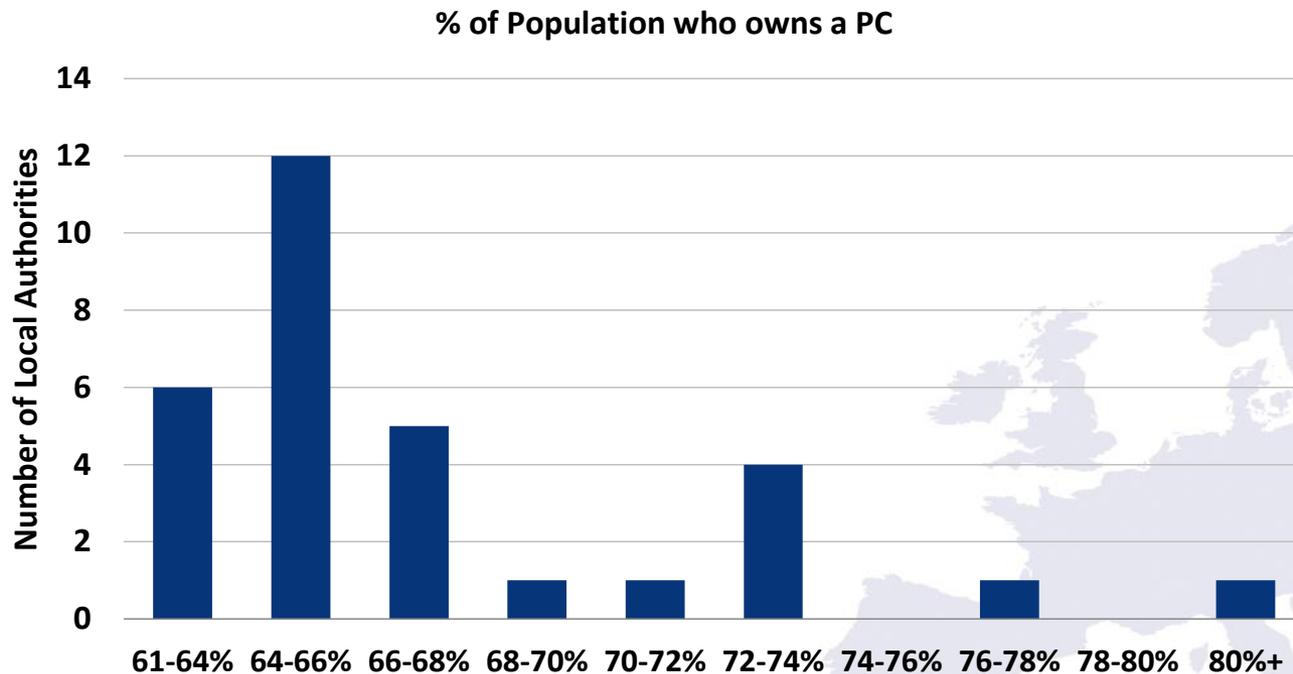
- There are several digital technologies that are not utilised in many Irish Local Authority areas

Extent of Use of Following Digital Technologies in your Area	Nationally		
	Provided by LA	Provided by Not by LA	Not Provided
To integrate real-time information on vehicle flows to manage traffic congestion	29%	19%	52%
To maximise energy efficiency through smart grid technology	13%	16%	71%
To support more effective/efficient waste management	26%	16%	58%
To provide telehealth/telecare to improve citizens health	3%	26%	71%
To provide virtual mechanisms to facilitate online co-working	19%	16%	65%
To provide real time information on cultural activities	68%	10%	23%
To provide real time information to wider community and the public to assist them to make better choices	65%	10%	26%
To provide GIS data sharing	71%	0%	29%
Real time information on floods and other natural disaster risks in the country	55%	23%	23%
Centralised integrated digital dashboard providing real time information for citizens	26%	3%	71%

2. Digital Readiness Assessments

Pillar V: Infrastructure

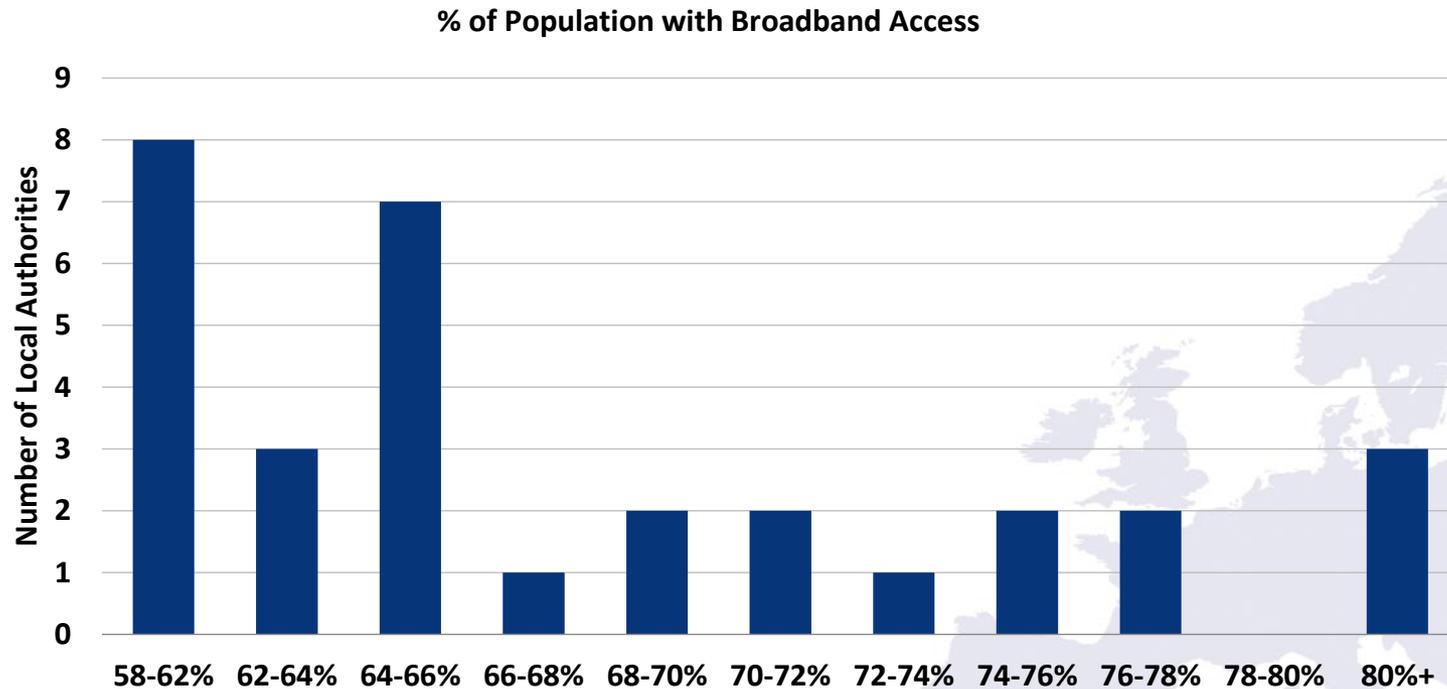
- Around two in three households own a PC, though in a number of LA areas significantly higher



2. Digital Readiness Assessments

Pillar V: Infrastructure

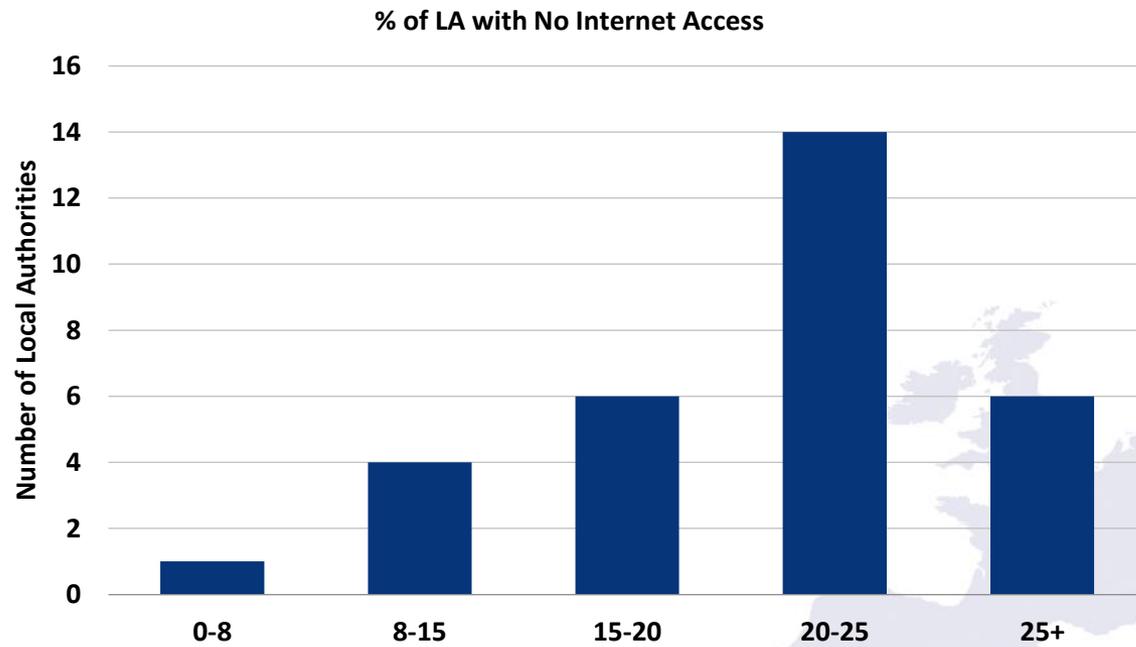
- Greater access to Broadband will be impacted by National Broadband Plan



2. Digital Readiness Assessments

Pillar V: Infrastructure

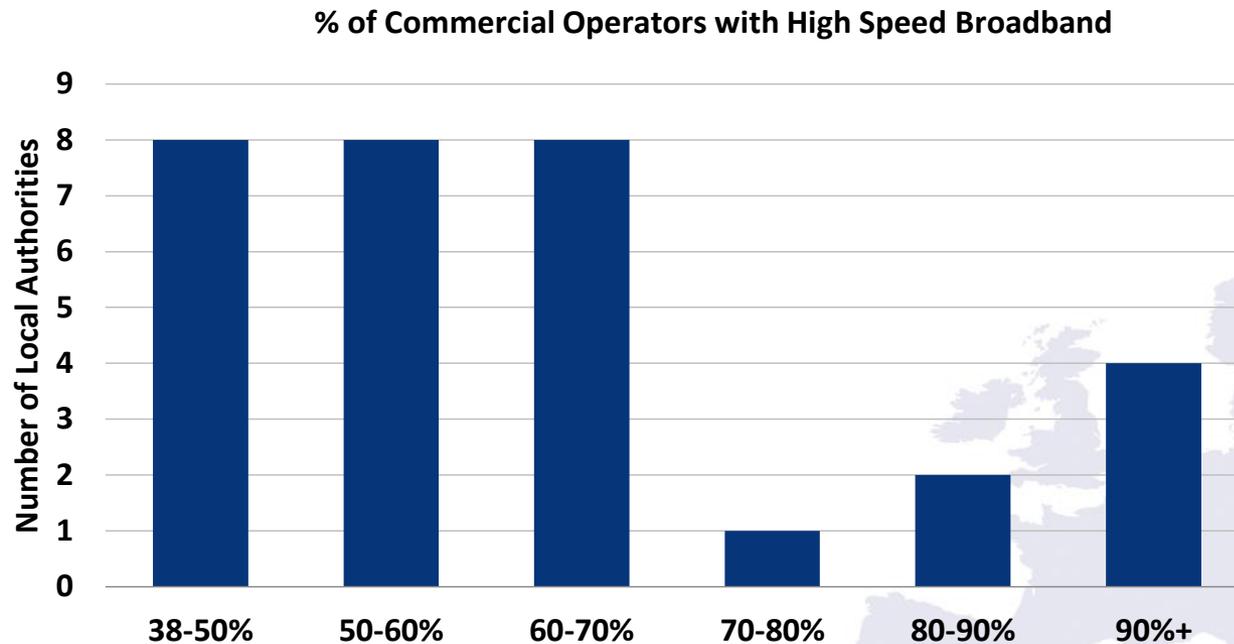
- ❑ The rate of people without access to the internet is generally low, however this varies across LA



2. Digital Readiness Assessments

Pillar V: Infrastructure

- High-Speed Broadband coverage rate by commercial operators range from 38% to 98%



2. Digital Readiness Assessments

Pillar VI: Innovation and Entrepreneurship

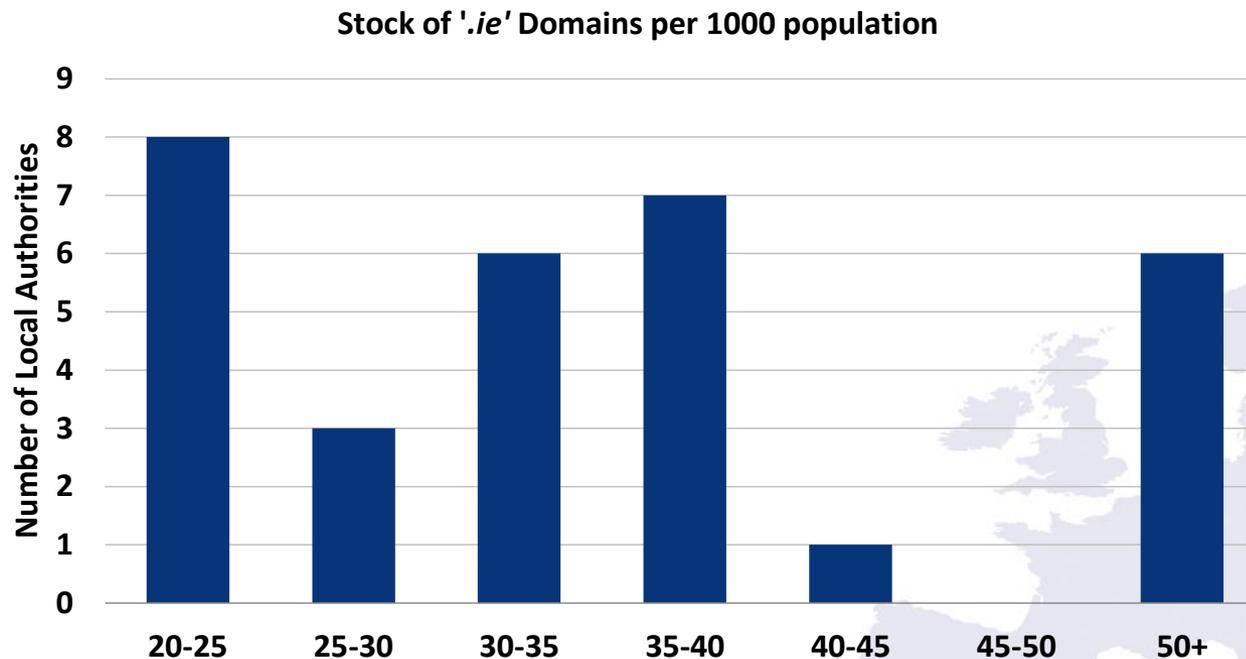
- ❑ Best practice is that formalised partnerships with a range of private sector institutions and organisations should be developed and actively participated in

% of Local Authorities who have:	National
Formalised partnerships with universities/educational institutions to enhance innovation in county	84%
Provide targeted supports to start-up enterprises to develop innovation led businesses	97%
Involve universities/education institutions and innovation led businesses before introducing new or amended Local Authority services	55%

2. Digital Readiness Assessments

Pillar VI: Innovation and Entrepreneurship

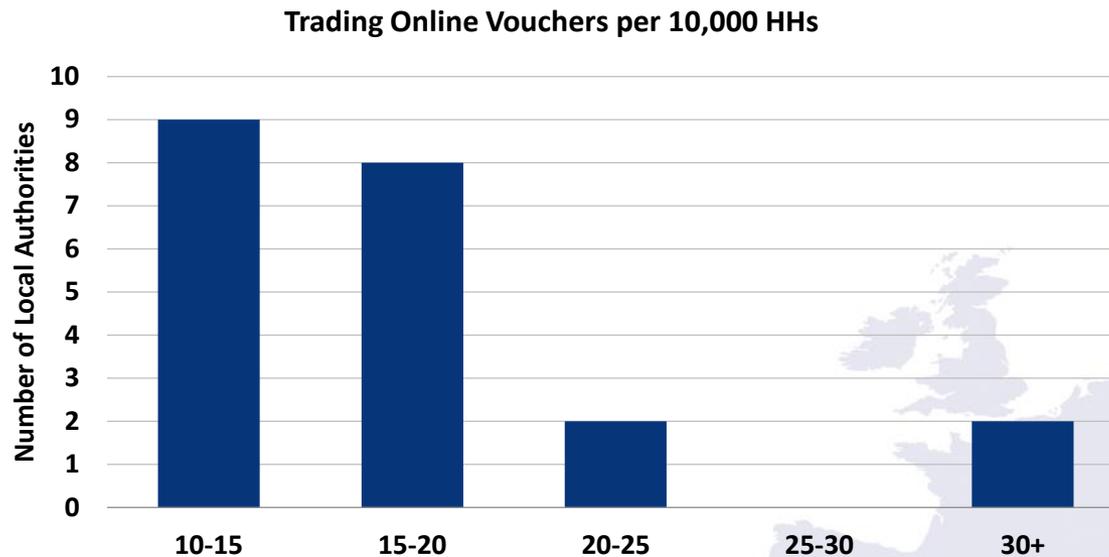
- Four Local Authorities display significantly higher stock of registered '.ie' domains



2. Digital Readiness Assessments

Pillar VI: Innovation and Entrepreneurship

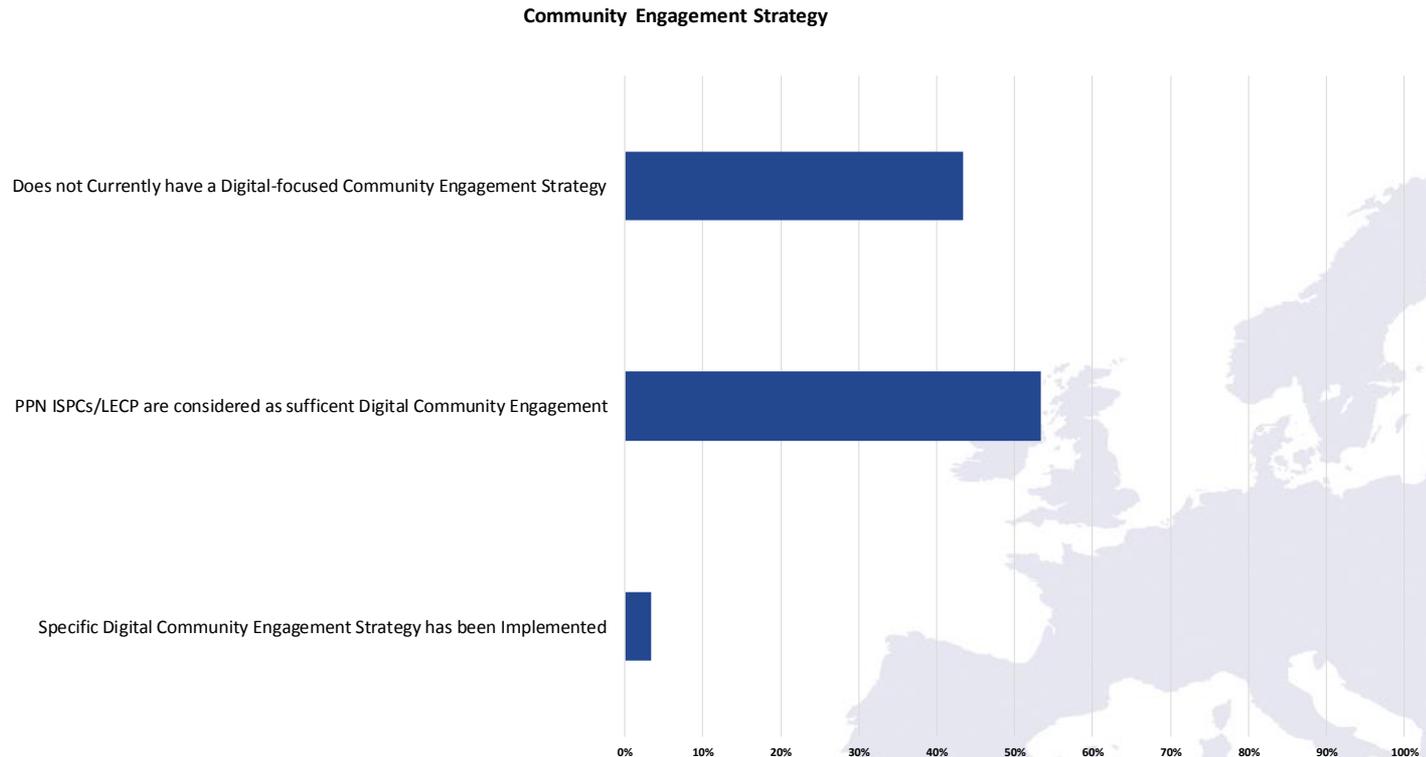
- On average, 11.8 Trading Online vouchers were issued per 10,000 households across the State from Jan 2016 – Sept 2017



2. Digital Readiness Assessments

Pillar VII: Community and Culture

- ❑ Best practice is that a specific, digitally focused community engagement strategy should be developed, which can be done as part of the development of a digital strategy



2. Digital Readiness Assessments

Pillar VII: Community and Culture

- ❑ Best practice is that LAs would have up-to-date statistics on vulnerable social groups, and would have a number of different means of capturing citizen feedback and inputs

	National
% of LAs who have undertaken research on social groups which may be left behind in accessing the benefits of the digital agenda	16%
% of LAs who use digital technologies to capture citizen and community inputs and feedback	71%
% of LAs who regularly collect crowd sourced data from the local community	32%
% of LAs who have established a Digital Futures Forum or similar to help local communities to utilise the potential of digitalisation?	13%

2. Digital Readiness Assessments

Pillar VII: Community and Culture

- ❑ Best practice is that LAs should have developed partnerships with a range of stakeholders in their area, including community and cultural organisations

% of Local Authorities who have:	National
Partnerships with Universities/Education Institutions	48%
Partnerships with Community Organisations	45%
Partnerships with Enterprises	35%
Partnerships with Cultural Organisations	42%