

# Driving Change Across Government

The award winning Connect Digitally is a hugely successful cross-government programme, working within a complex environment: 7 central government agencies; 174 local authorities across England and Wales; commercial suppliers and other agencies.

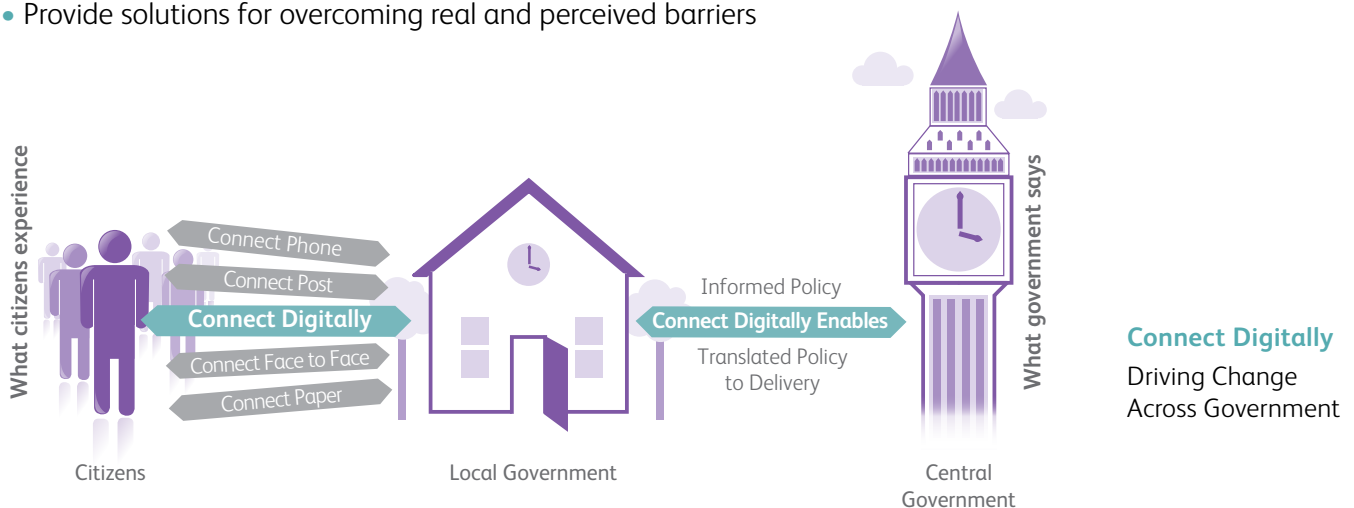
Connect Digitally has no mandate over any of the organisations with which the programme works, but has built up trust and confidence with all stakeholders and has succeeded through strong influencing and leadership skills.

The programme realised initial returns on investment within 18 months of its inception in April 2009 and has evidence of cashable savings made by local authorities across the country. Connect Digitally is on target to meet its projected 6 fold return on investment, saving millions of pounds across government and for citizens.

Connect Digitally is transferring its model, and approach across other government programmes which are now benefiting from the team's expertise and knowledge.

## Connect Digitally's steps to success for driving change across government include:

- Establish and maintain trust with all partners and stakeholders
- Provide strong leadership
- Ensure governance is effective
- Develop and promote innovative solutions
- Establish and agree equal working partnerships
- Provide solutions for overcoming real and perceived barriers



## Evidence of Connect Digitally success includes:

The core Connect Digitally team has successfully worked across government since 2004 –

- Delivering policy outcomes for 2 central government departments: DfE and CLG.
- Leading on establishing data sharing with Her Majesty's Treasury Solicitors, DfE, HMRC, DWP and Home Office.
- Developing a central government hub sharing data from 4 central government departments: DfE, DWP, HMRC and Home Office.
- Agreeing a Memorandum of Understanding between 4 central government agencies.
- Determining Service Level Agreements between the DfE and 174 local authorities – DfE, HMRC, DWP and Home Office.

## Evidence of Connect Digitally success includes (cont.):

- Providing legal guidance nationally to overcome perceived local barriers.
- Delivering a shared solution for online transactional service for 34 local authorities.

The Connect Digitally Approach has been adopted by:

- DfT and Northgate-IS partnership – Blue Badge Improvement Service

Widespread interest has been shown in Connect Digitally expertise, and presentations have been made to other government programmes including:

- Cabinet Office – Electoral Reform Transformation Programme
- Welsh Government – Digital Wales
- HMRC – Benefits Realisation Digital Delivery
- Taiwanese Government in Taipei
- Chinese Delegation in Hertfordshire



## Others agree...

“Connect Digitally is exactly what the public sector needs to make the transformation required in coming years across multi-agency, policy implementation using digital channels. The essence of Connect Digitally is pragmatism, focus and drive for genuine benefits for citizens. Its approach, tools, team and ethos are ground-breaking, not least because they take an holistic view on how to overcome the challenges that have caused other approaches to founder – policy, legislation, technology, programme management, stakeholder commitment all addressed, with “no” being an unacceptable answer.”

Director, Commercial Partner

“Connect Digitally has provided tremendous support to Northgate’s implementation of the Blue Badge Improvement Service project in terms of effective ways to engage and communicate with local authorities and with citizens. The approaches developed by Connect Digitally are proven on a number of successful programmes and Northgate has been able to benefit from the team’s learning, knowledge and experience. The advice provided has been wise and the methodologies suggested have been both practical and effective.

One of Connect Digitally’s major strengths is their consistent focus on the citizens receiving services and the impact of process change and improvement on their experience. They have a unique perspective and proposition because they understand local authorities, central government, private sector provision, major change programmes and the customer experience. They are extremely well placed to support the range of initiatives required by the challenging agenda facing public sector today.”

Director, Central Government  
Delivery Partner

**“A clear demonstration of how partnership is key to the success of this important national programme.”**

Judge, Good Communication Awards