

From 0-60: Haringey Council's rapid digital transformation

Nathan Pierce

*Chief Digital and Innovation Officer
Haringey Council*



Haringey

LONDON

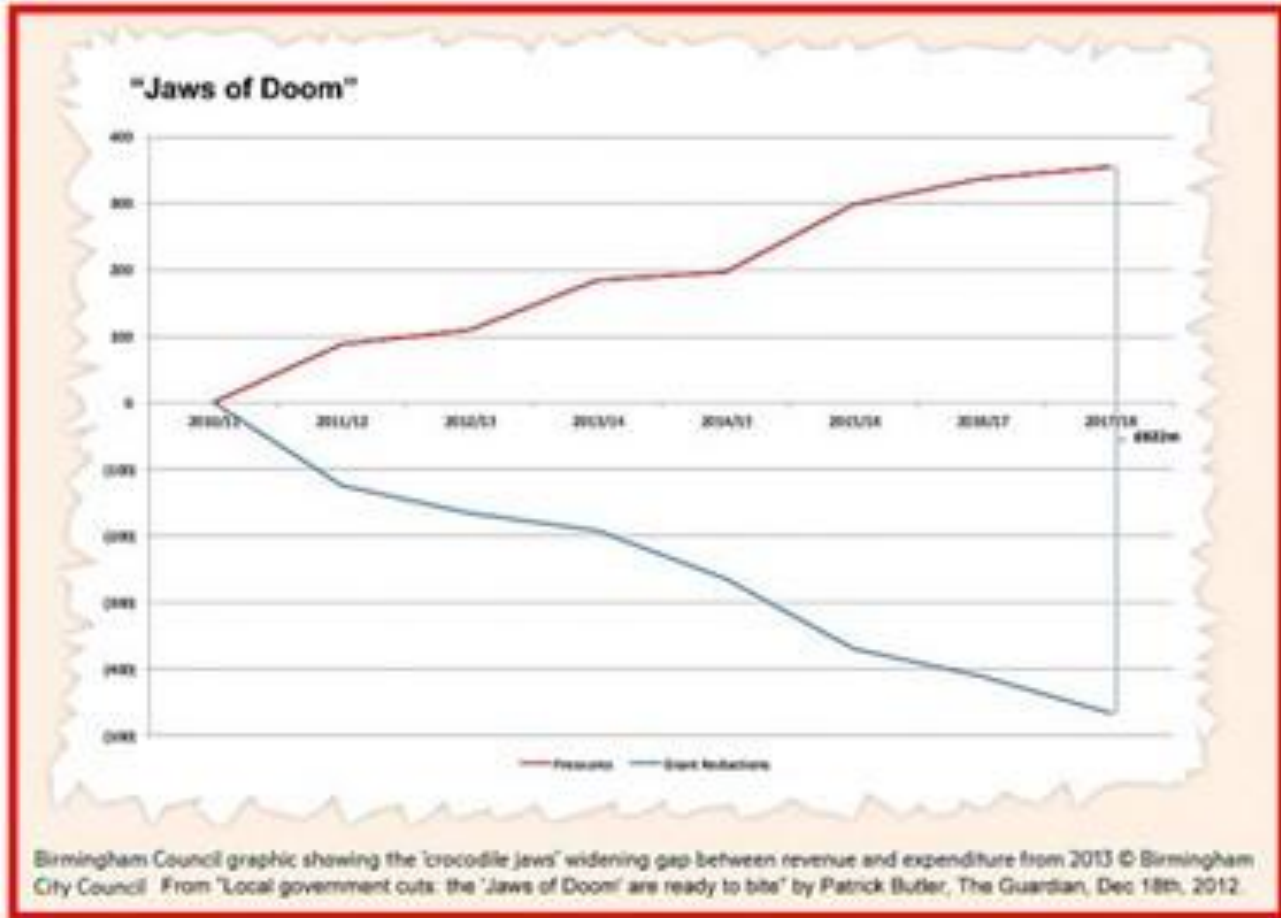
Nathan Pierce – Chief Digital and Innovation Officer

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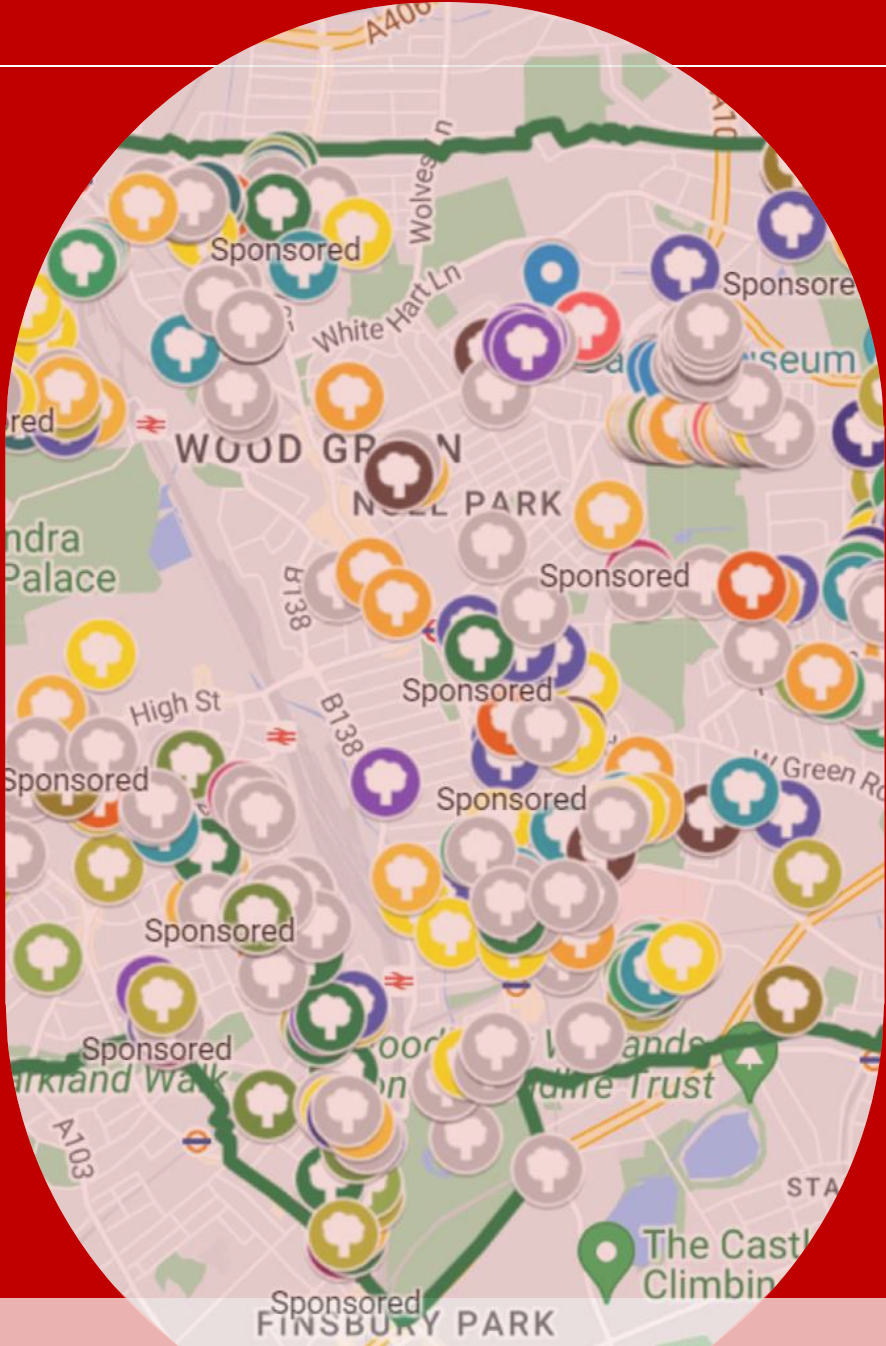


CHALLENGES FACING LOCAL GOV...

- Running at a deficit
- Transformation now
- Lack of understanding
- Maturity and legacy
- Divided and conquered
- Politics of self service



APPROACH TO CHANGE





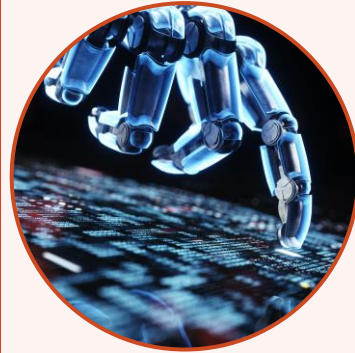
Ownership

- Distributed savings targets



Focus

- 'Simple' stuff first



Enforce

- New governance and policies



Optimise

- Review everything for cost optimisation



Skills

- Prioritise experience and capabilities



Engage

- Collaborative roadmaps for each service area

EXAMPLES OF SAVINGS



- Self service
- Front doors
- Duplication
- Licensing
- Complaints
- Business process redesign
- APIs and workflows





THE FUTURE

- Worse before better
- Rationalised estate
- Focus on RX not digital
- New generation
- Collaboration



**THANK
YOU**

Nathan Pierce

