

Utilising digital to deliver key services under covid-19

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Overnight C-19 introduced new challenges

Family Courts:

- Children and Families still needed to safeguarded through issuing proceedings under the Children Act
- The judiciary could no longer accept traditional face to face hearings
- A solution was needed straightaway
- No brief, no requirements
- None of the stakeholders involved paths had crossed before



What steps were taken to deliver the solution...

Approach

- Remain focussed on the desired outcome
- Identify and engage stakeholders - establish relationships and communicate
- Understand and prioritise requirements
- Be prepared to adapt to meet evolving needs.



- Good design must consider people, process and technology (plus data, assets,...)
- Pull together a design with something for people to see and comment on as early as possible
- Utilise your strengths

So where's the digital element of this presentation...

The approach is what digital is about

- Projects shouldn't start with a technical solution – it's best to follow a good design approach
 - Take time to listen to, and involve people
 - Be prepared to challenge
 - Capture requirements, prioritise and continually review
 - Communicate designs early e.g. prototypes, process maps
 - Seek forgiveness not permission culture
 - ...
- If you want to know – we used Skype and Skype enabled video conferencing units.
 - If the desired technical solution had been implemented, we'd have been unable to deliver 2 must have requirements and our daily staff costs would have significantly increased!
 - With a bit of continual service improvement, we might end up with the desired solution – that's another story!