



Who?

Dionne Lowndes, Southwark

What?

Created the DiTo (Digital Together) Skills framework, a “workforce-up” approach to developing staff’s digital skills. Online an app based skills self assessment. Creates personalised report, learning plan and 1-2-1 coaching based on skills needed. Created with P3oD - startup.

Why?

Council staff faces challenges with digital skills, too. Having to work remotely and support services fully digitally requires staff to know how to use them effectively and develop more advanced skills.

Reusable Tools

DiTo framework content is available to be shared and adapted

Tips

Start bottom up so that staff get to inform their organisations about what skills they really need.



Improving Digital skills capabilities internally

Dionne Lowndes (Southwark)





Digital Together Programme (DiTo) Southwark

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Southwark
Council

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p3od

The Southwark Challenge

- Rapid roll out of technology due to Covid 19
- Differing digital skills across the team
- New digital strategy for the Council
- Digital skills and competencies not previously assessed
- The right expertise to help 'at pace'
- New Digital Pillars: Digital Citizen, Smart Council, Modern Technology Service and Smart Borough



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Wider Challenges

- Lack of national skills framework for digital
- Digital much broader than simply using technology
- Covid 19 created demand beyond capacity and capability
- New leadership
- A lack of advanced technical skills
- 'At pace' solution needed
- Finding an experienced partner who could respond quickly

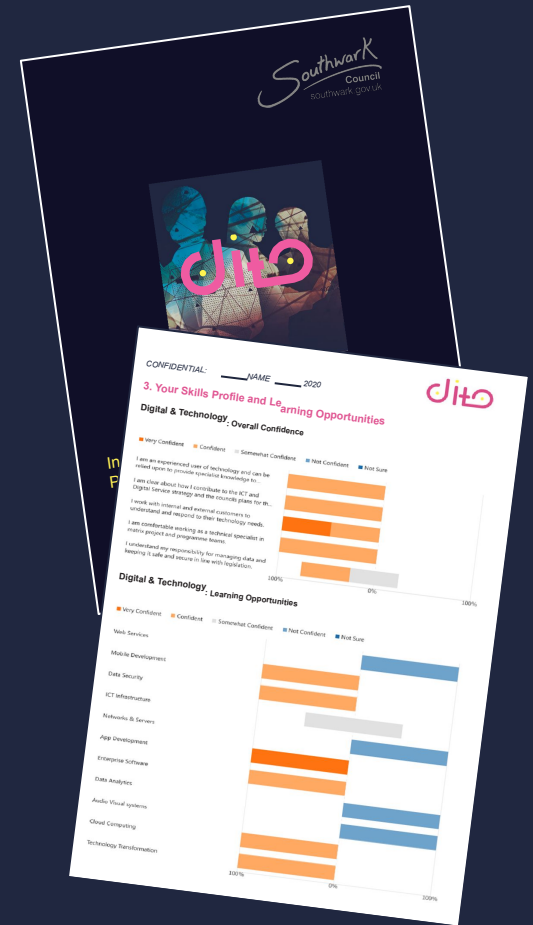


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The 'Just in time' Solution

- 4 week design and development time
- Design the skills framework bottom to top
- Develop the tools to measure the current skills
- Assess current skills and identify the gaps
- Mobile, app based, accessible and dynamic
- Engage and motivate colleague in the process
- Design the skills and development plan
- Commission the development



Week One

1

Design the **DiTo** Skills Framework

Week Two

2

Sign off framework and design web based assessment tool

Week Three

3

Complete assessments and generate personal **DiTo** reports with debrief and coaching starting bottom up

Week Four

4

Service and Team **DiTo** Learning and Development Plan with training in place

Outcome and Success

- Dynamic 'bottom up' framework based on 3 levels
 1. Officer
 2. Supervisor
 3. Leader
- Online and app based skills assessment
- Design to delivery in 4 weeks - stripped out bureaucracy
- Service, team and individual level DiTo reports and skills data
- Personalised DiTo report, learning plan and 1-1 coaching for everyone starting with officers

Result(s): A culture of personal responsibility for learning, motivation and engagement at all levels, bespoke and dynamic skills development that changes as we do, quick, simple exercise that everyone is engaged in, targeted at delivering the digital strategy 'at pace'.

A Partnership for the DiTo Programme

- 15 years experience implementing digital and technology in the public sector
- Substantial experience of diversity and inclusion
- Significant experience of working in public sector therefore able to deliver at pace
- Recognition of the financial pressures and able to deliver 'value added' products
- Rapid design and implementation in line with new digital strategy and tech roll for Covid 19
- The start of a longer term partnership to achieve a broader **DiTo** roll out and skills development delivery



DiTo Framework

(D)IGITAL & TECHNOLOGY

- Designing Technology Requirements
- Implementing Workplace Technology
- Networks & Systems
- Data Security
- Data Compliance

(i)NNOVATION & COMMERCIAL

- Service Design
- Developing Business Cases
- Business Process Improvement (agile)
- Project Management
- Future Thinking



(T)EAM DYNAMICS

- Team Working
- Trust & Diversity
- Working with & Motivating Others
- Influence & Negotiation
- Presenting & Sharing Information
- Communication

(o)WNSERSHIP OF LEARNING

- Self-awareness
- Personal Responsibility
- Working Independently
- Developing Others
- Seeking Support and Help
- Using and Seeking Feedback

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Q&A

Improving Digital
and Innovation skills
capabilities internally

