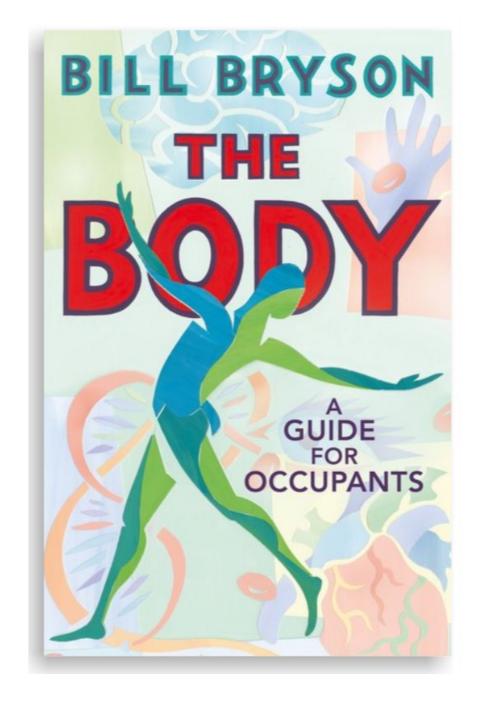
# 'Building Trust'



Visioning how we scale and maximise impact of data in local government

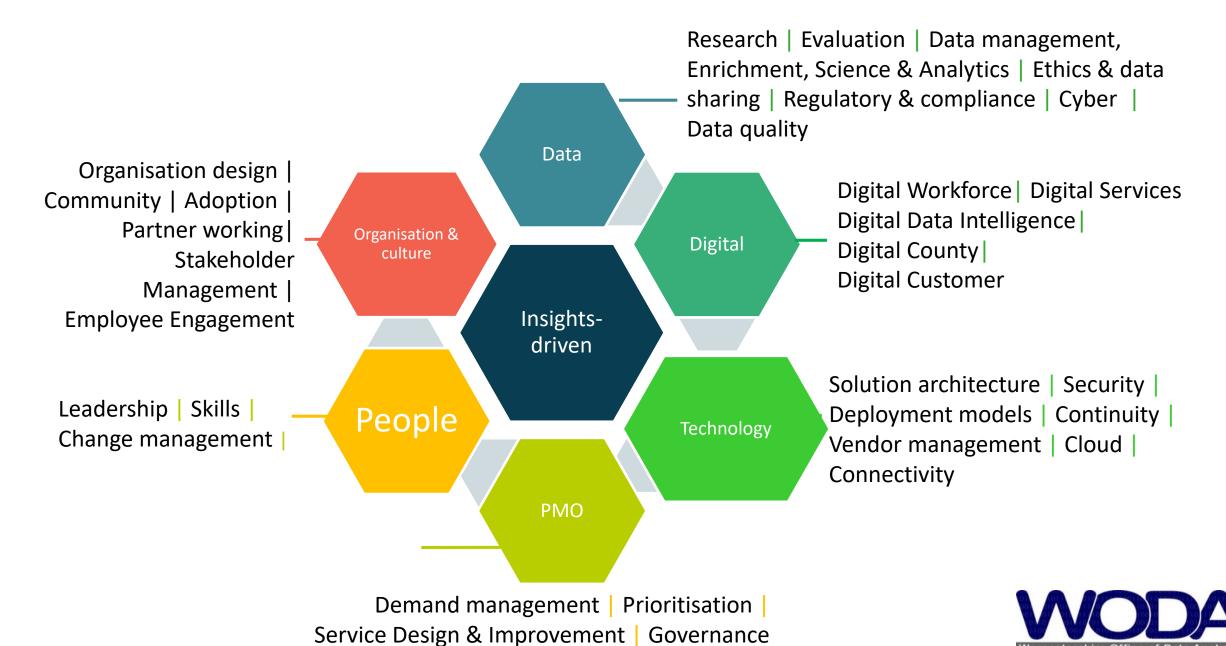


**Neill Crump**Chief Data Officer

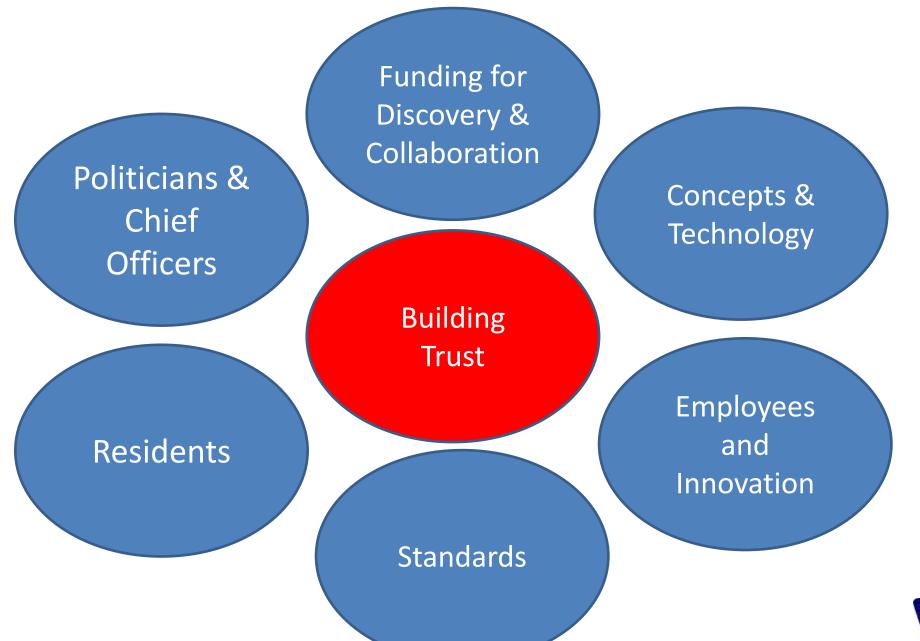




# **Vision-Insight Driven Service Design**



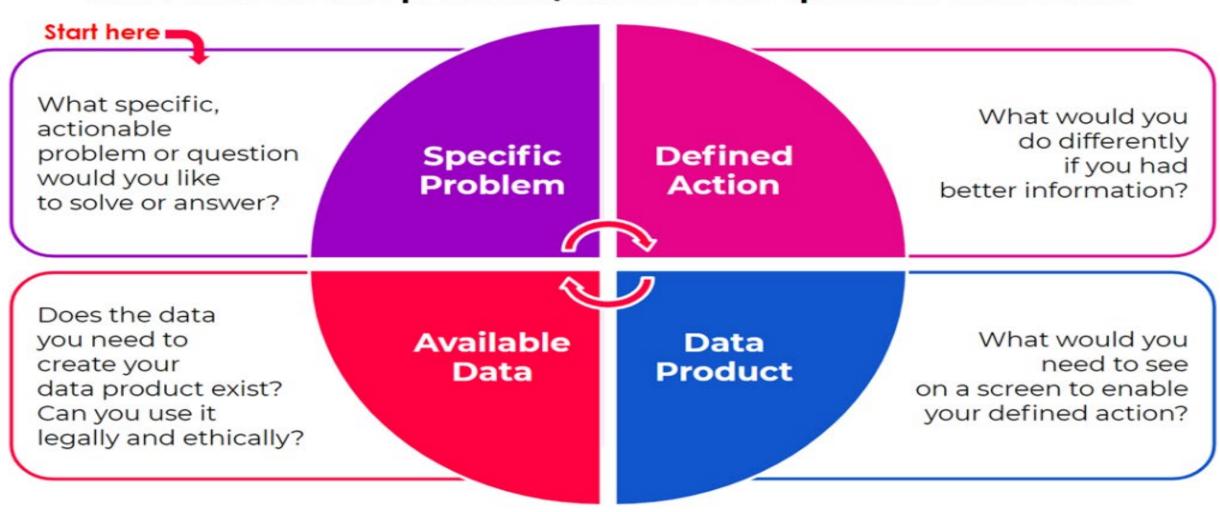
# Visioning how we scale and maximise impact of data in local government





## **Trust within local government - Politicians and Chief Officers**

#### Can I address this problem / answer this question with data?



Can I address this problem with data? Diagram by Eddie Copeland originally created at Nesta: bit.ly/IdeaOnAPage

#### **Trust with residents**

Trust – and its absence – preoccupies and concerns us. Trust knits society together and makes it possible for people to get on with their everyday lives.

Without it, society would become impossible.

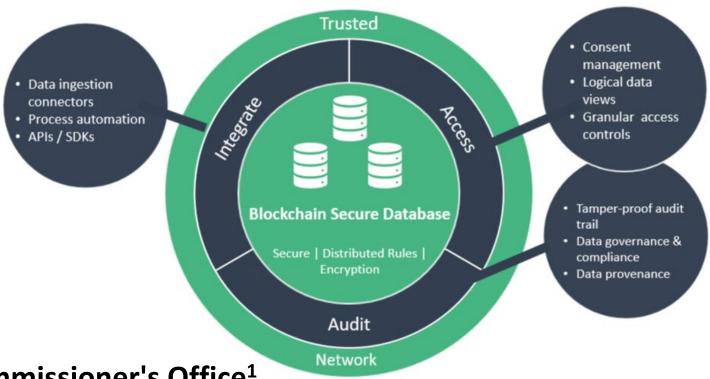
Will Hutton



## **Trust using Concepts & Technology - A Few Examples**



How do we give accurate data that is secure to the right people at the right time in the right location?



A 2017 study by the UK Information Commissioner's Office<sup>1</sup> found that only 49% of Britons trusted national government departments and organizations to store their personal data



# **Building Trust – Utopia or Dystopia Standards**

**Utopia – a joined system** 



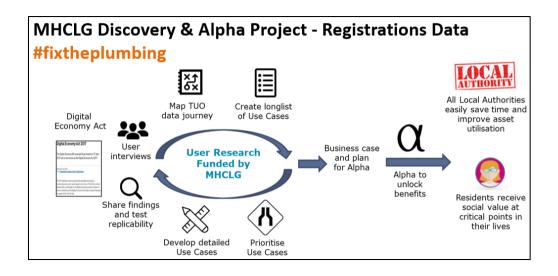
Dystopia –all speaking different digital languages

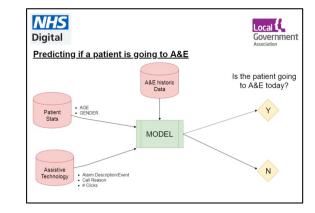




# **Building Trust – Funding for Discovery and Collaboration**













## **Trust with our employees**

Data Culture & Giv

Analytics bata & reams

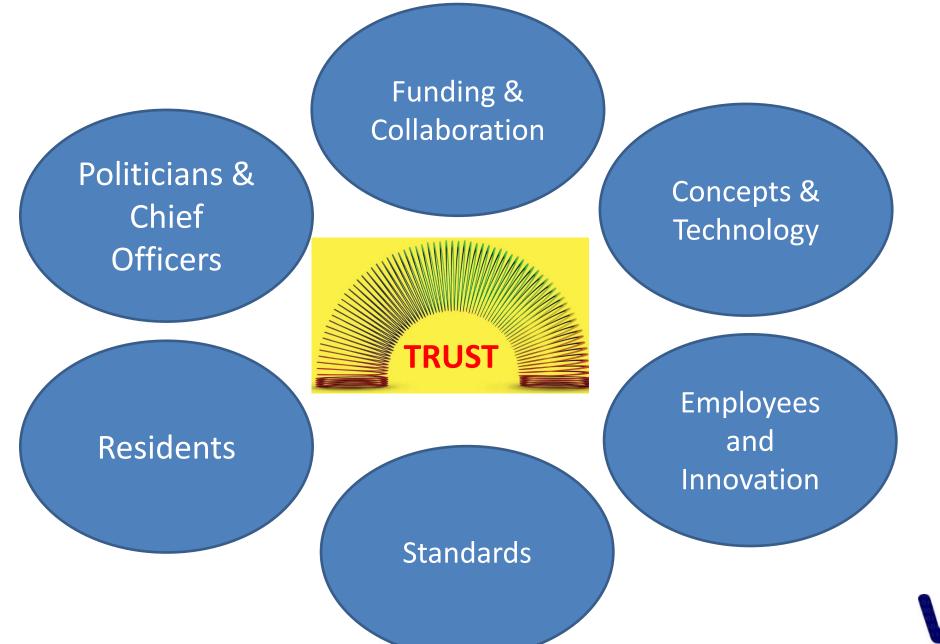
Give People Time to Innovate

Capabilities &

oid systems



# Visioning how we scale and maximise impact of data in local government





# Some inspiration on 'building trust' to scale and maximise impact of data



