



**Westmorland
& Furness
Council**

Family Help Partnership Board

**Digital Update
25 March 2025**

Lynne Davidson – Service Manager – Digital Innovation

westmorlandandfurness.gov.uk



Digital Roadmap

- *Scott Logic* are supporting developing Digital Roadmap for Family Help and Family Hubs
- Initial workshop held on 20 March 2025 with Digital and Service Reps
- Next step is to explore Family Hub in Barrow to understand future digital requirements.
- Output report in May with proposed roadmap.



Digital Staffing

- Web Content Design Officer: dedicated 12-month fixed term contract
- Digital Service Design support for wider digital offering.



Digital Ambition

Why is Digital Transformation important?

- The way people access services is evolving, and expectations are higher than ever including 24 x 7 access to Council services.
- Digital transformation is key to delivering modern, efficient, and accessible public services and to support the delivery of operational budget savings.
- Our ambition is to empower our residents, workforce, and communities through technology.



Digital Ambition

Key concepts underpinning the Strategy:

- **Accessibility:** technology supporting inclusive access and usable services for all
- **Innovation:** encouraging creative approaches to problem-solving through emerging technologies.
- **Efficiency:** optimising resources to deliver value-driven public services.

Questions