



Local Government Questionnaire (LGQ) for the United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to 193 cities. The responses will be shared online in the [UN E-Government Survey Knowledge base](#) unless otherwise requested. For any question about this questionnaire, please contact dpidg@un.org.

London

United Kingdom

I. Institutional Framework

1. What is the official **e-Government¹** portal of the city/municipality? If more than one exists, please list all.

Greater London Authority (population approximately 9 million people) Portal: <https://www.london.gov.uk/>
The Greater London Authority is a regional strategic authority responsible for urban planning, transport, policing, some economic development, and fire and emergency planning. Local services (waste collection, children & adult social care, housing, culture & leisure, local planning and licensing, enforcement etc) are delivered by London's 32 boroughs. All other parts of governance/services are managed at a national level in e-government portals.

This survey answers questions on local government from the regional perspective. National government is managed by the national government of the United Kingdom. Local government in London consists of 32 politically distinct boroughs. The regional government of London, “the Greater London Authority” exists between these two kinds of body.

For clarity, the City of London (a much smaller political authority which has existed since the 12th century, population: approximately 8,000 people) also exists. This should not be confused with the Greater London Authority which is the local government referred to in this survey. It also has its own portal: <https://www.cityoflondon.gov.uk/>

2. Please provide URLs for portals providing specific services/features
 - a. E-services²:

¹E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

² A specific portal where you can see the list of all online services available to the public.

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Most e-services are administered through 32 local councils (“boroughs”) for an example of one, the London borough of Camden Home - Camden Council Link: <https://www.camden.gov.uk/>

b. E-participation³:

The Greater London Authority is responsible for local transport, policing, some economic development, and fire and emergency planning. Therefore elections, including local & regional elections, are administered by local authorities in conformity with the national government. The city government portal contains information about how this is administered and also directs to national portals.

<https://www.london.gov.uk/who-we-are/governance-and-spending/good-governance/electing-mayor-and-assembly>

London.gov <https://www.london.gov.uk/> is the central website for the Mayor, London Assembly and Greater London Authority. The webcast includes all London Assembly meetings and town hall meetings with the Mayor and the London Assembly (People's Question Time and the State of London Debate) with opportunities for citizens to ask questions online through Talk London. Talk London more generally is City Hall's online community where Londoners' can have their say about city issues, budgets and priorities Home | TalkLondon <https://www.london.gov.uk/talk-london/>

c. Open government data⁴:

The London Datastore is an award-winning free open data sharing portal where anyone can access data about the capital London Datastore – Greater London Authority <https://data.london.gov.uk/>

d. Public procurement:

The GLA uses “Applying to the G-Cloud framework - GOV.UK” and “Sign In - CCS” for digital projects general procurement is via: “TfL portal Find contract opportunities - Transport for London”

Links:

<https://www.gov.uk/guidance/g-cloud-suppliers-guide>
[identify.crowncommercial.gov.uk/](https://www.crowncommercial.gov.uk/)

<https://tfl.gov.uk/info-for/suppliers-and-contractors/opportunities>

e. Other major portals at the city/municipality level:

Transport for London <https://tfl.gov.uk/>

Metropolitan Police <https://www.met.police.uk/> and Mayor's Office for Policing and Crime (MOPAC) Mayor's Office for Policing and Crime (MOPAC)

³ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

⁴ **Open Government Data** allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

<https://www.london.gov.uk/programmes-strategies/mayors-office-policing-and-crime-mopac>

London Councils (the association of London local authorities)

<https://www.londoncouncils.gov.uk/> and the London Office of Technology and Innovation London Office of Technology and Innovation <https://loti.london/>

London Fire Brigade Home <https://www.london-fire.gov.uk/> ,

London Ambulance Service Home <https://www.londonambulance.nhs.uk/>

NHS London NHS England — London <https://www.england.nhs.uk/london/>

3. Does your city/municipality have a **Chief Information Officer (CIO)**⁵ to manage its e-Government programs/strategies?

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Title: Chief Digital Officer for London

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If yes, is the **city/municipality CIO linked** to any extent to the **national CIO** or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation)

No, There is no formal link for this.

II. Legal Framework

1. Is there any **legislation/regulations on digital government** such as law on digital service provision or on access to information or data privacy at the:

National level? Yes No

Local level? Yes No

If Yes, how do you adopt these in your organization?

Regional and local government generally works to the same standards as GOV.UK

<https://www.gov.uk/service-manual/service-standard>

The Data Protection Act 2018 covers laws on access to information and data privacy.

Information about this administered can be found here:

<https://www.gov.uk/data-protection>

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

London uses UK govt Service Standard and the 2018 UK Local Government Digital Declaration Local Digital Declaration <https://www.localdigital.gov.uk/declaration/> We use the GDS service assessments model <https://www.gov.uk/service-manual> working with peers across local government in London, use external accessibility audits by govt (Cabinet Office in UK Govt) and third party suppliers. London is also about to adopt a Data Service Standard for data-related projects.

III. Strategy and Implementation

1. Is there a city/municipality **e-Government Strategy** or equivalent? If yes, please provide link and/or further details.

Yes

2021-2024 Priorities are set out here relating to the relationship between regional government and local authorities on digital, data, technology and innovation:

<https://www.london.gov.uk/programmes-strategies/business-and-economy/supporting-londons-sectors/smart-london/priorities-and-programmes-2021-and-beyond>

The Greater London Authority has a roadmap which is not published for IT (currently being shared with TfL) and the new Digital Experience Unit responsible for developing/overseeing new digital services.

2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent and provide link, details and/or specific references for the checked area.

has an implementation plan.

is aligned with the national development strategy.

The UK does not have one single national development strategy, in digital matters, this would be the national digital strategy. and the national strategy primarily focuses on central, not regional or local government. However, where possible the GLA and local authorities align themselves with GDS.

is aligned with the sustainable development goals (SDGs).

is aligned with national digital development strategy.

Pages 32, 52, aligned to GDS

indicates the existence of shared solutions/platforms provided at the national/regional level: in relation to joining up data via the data platform and work with LOTI.

makes specific reference to SDG 11 (New)

But does include references to: inclusivity, safety, resilient and sustainability

makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels (New)

makes specific reference to e-Participation and/or digital inclusion/engagement.

Mentions digital engagement tools like Talk London, Make London (civic crowdfunding)

makes specific reference to co-creation mechanisms for citizens through open innovation Challenge LDN

<https://www.london.gov.uk/programmes-strategies/business-and-economy/supporting-londons-sector/s/challenge-ldn>

makes specific reference to social media.

makes specific reference to a local digital ID.

makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.

provides other specific measures to ensure e-Government is used by the most vulnerable groups⁶.

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

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Through Get Online London Get Online London <https://loti.london/get-online-london/>

✓ provides other specific measures for ICT training and digital literacy by government officials.

“By developing policies and tools with boroughs and providers, and supporting their implementation through guidance and training..” 50 or so resources on digital transformation provided by LOTI Resources <https://loti.london/resources/>

✓ makes specific reference to cyber security.

✗ makes specific reference to mobile government. This is assumed as standard.

3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget.

As a strategic authority, the Greater London Authority does not collect this data as a whole. The current IT spend for the GLA is approximately 1% of core annual budget, and for local authorities on average 2%. However, digital spend is harder to calculate as it is often integrated into delivery budgets of various departments in regional and local government as well as the cost of the core digital (as opposed to IT) team.

https://www.london.gov.uk/sites/default/files/final_budget_2022-23.pdf

4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links.

Yes, this is available here:

<https://www.london.gov.uk/who-we-are/governance-and-spending/spending-money-wisely/mayors-budget>

5. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links.

TfL Open API - 80 live feeds of open data to support passenger journey planning and apps in “Open data users” <https://tfl.gov.uk/info-for/open-data-users/>

Breathe London - 400+ air quality sensor network Breathe London <https://www.breathelondon.org/>

<https://www.london.gov.uk/programmes-strategies/environment-and-climate-change>

- Better Futures Programme: Supporting small businesses in London to develop low-carbon technologies
- London Schools' Climate Kick-Start: empowering young people to help tackle the climate and ecological emergencies and air pollution, through practical, positive action, and by encouraging students into green careers.
- Guidance on:

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- Keeping warm, healthy and safe in cold weather
- Warmer Homes Advice Service
- Energy and climate tools such as Energy performance certificates

6. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible, and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

<https://tfl.gov.uk/fares/free-and-discounted-travel/freedom-pass>

The “freedom pass” gives free or heavily discounted public transport across London to older persons and persons with disabilities.

The GLA Community Engagement team runs a wide range of engagement work to help inform the development of GLA policy:

<https://www.london.gov.uk/programmes-strategies/communities-and-social-justice/community-engagement>

7. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

- London Rents Map London rents map
<https://www.london.gov.uk/programmes-strategies/housing-and-land/improving-private-rented-sector/london-rents-map>
- Landlord Checker Check a landlord or agent
<https://www.london.gov.uk/rogue-landlord-checker>
- Get Online London - giving Londoners access to free digital skills, connections and devices [Get Online London](https://loti.london/get-online-london/) <https://loti.london/get-online-london/>

8. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive, and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links.

Cultural infrastructure map Cultural Infrastructure Map

<https://www.london.gov.uk/programmes-strategies/arts-and-culture/cultural-infrastructure-to-olbox/cultural-infrastructure-map>

Cool spaces map London's Cool Spaces <https://apps.london.gov.uk/cool-spaces/>

Note the London Datastore enables citizens and data users to scrape GIS data on green infrastructure and other datasets to design their own tools.

9. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links.

Other cities:

Cities Coalition for Digital Rights <https://citiesfordigitalrights.org/home>

Bloomberg CityLab <https://www.bloomberg.com/citylab>

https://www.london.gov.uk/sites/default/files/smarter_london_together_v1.66_-_published.pdf
f See page 41 “collaborate with other cities”

The Greater London Authority was part of the EU sharing cities program <https://sharingcities.eu/> It is a “lighthouse city” meaning it will collaborate and “have retrofitted buildings; introduced shared electric mobility services; and installed energy management systems, smart lamp posts and an urban sharing platform in consultation with communities and residents.”

Private sector and civil society

https://www.london.gov.uk/sites/default/files/smarter_london_together_v1.66_-_published.pdf
f See pages 37-40 “Mission 5: Improve city-wide collaboration ”

- establish a London Office of Technology & Innovation (LOTI) to support common capabilities and standards for future innovation
- promote MedTech innovation in the NHS and social care to improve treatments
- explore new partnerships with the tech sector and business models
- support better GLA Group digital delivery to improve effectiveness
- what works on big urban challenges

Business LDN London Data Charter on responsible use of data

<https://www.businessldn.co.uk/our-work/connectivity/london-data-charter>

IV. Usage of online services

1. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links

The Greater London Authority does not collect or collate one figure for percentage of services available online. At a local council level the vast majority of services are offered online. However, no council is 'digital by default' and will meet users' needs as they present themselves to get the best outcome.

The UK Digital Strategy

(<https://www.gov.uk/government/publications/uks-digital-strategy/uk-digital-strategy>) also references local government and is useful here. It is implied that all uk services should be available digitally and to everyone.

“1.1 World-class and secure digital infrastructure

Digital infrastructure plays a vital role in our daily lives and is the foundation of a thriving digital economy. Every part of the UK needs world-class, secure digital infrastructure that enables people to access the connectivity and services they need - where they live, work or travel. That is why enhancing digital connectivity is Mission Four of the government's Levelling Up White Paper. Our goal is to ensure that everyone, wherever they live or work in the UK, can access the connectivity and services they need for the ever-digitising world.”

2. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links.

The Greater London Authority does not collect this data, but products and services adhering to our service standards will be mobile as well. <https://www.gov.uk/service-manual/service-standard>

3. Do you collect usage statistics of e-Government services?

Yes No

N/A e-services are delivered at a national or local level.

4. If yes, do you publish the results online and share those with the public institutions concerned?

N/A e-services are delivered at a national or local level.

V. User satisfaction

1. Do you measure the satisfaction of citizens with the e-Government services provided?

Yes No

Satisfaction of citizens is collected on a digital service-by-service basis. The United Kingdom does not collect, collate or publish user satisfaction of e-Government services as a collective. Satisfaction with e-services at a local level are the responsibility of local councils, resident

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satisfaction surveys are conducted by councils themselves and the Local Government Association Residents' satisfaction surveys

<https://www.local.gov.uk/our-support/research-and-data/research-publications/residents-satisfaction-surveys>

2. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further.

N/A e-services are delivered at a national or local level.

3. What is the percentage of the population⁷ satisfied with their last experience of online public services? Please explain further.

As above: The United Kingdom does not collect, collate or publish user satisfaction of e-Government services as a group.

VI. Social Media

1. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

Yes, the Greater London Authority engages/collaborate/interacts citizens on a wide range of social media platforms. See here: <https://www.london.gov.uk/take-part/our-social-media-and-newsletters>

This is across Facebook, Twitter, Instagram, LinkedIn and NextDoor. The GLA recently followed the central government in suspending use of TikTok. The Greater London Authority also uses blogs and many policy specific newsletters.

VII. Crisis/Emergency Response and Recovery

1. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar) Please explain further and provide links.

<https://www.london.gov.uk/programmes-strategies/fire-and-city-resilience/london-resilience-partnership/planning-emergencies-capital>

The Greater London Authority has general and specific emergency and crisis response plans on a

⁷ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

wide range of areas and also provides guidance for other organisations. These include:

- Strategic Coordination Protocol - describes how emergency response agencies work together to respond to an emergency at a strategic level
- Tactical Coordination Protocol - describes how emergency response agencies work together to respond to an emergency at a tactical level
- London Emergency Services Liaison Panel Major Incident Principles - describes how emergency response agencies work together to respond at the scene of an emergency
- London Recovery Coordination Framework - describes how agencies work together to help to recover after an emergency
- London Voluntary Sector Capabilities Document - describes the services available from voluntary organisations to help respond to an emergency
- London Strategic Flood Response Framework - information for local responders to assist in decision making and planning for a flood incident
- London Pandemic Influenza Framework - response to an outbreak of pandemic flu
- London Humanitarian Assistance Framework – planned support for those affected by emergencies
- London Mass Casualty Framework – response arrangements in the event of an incident involving many casualties
- London Mass Fatality Framework – how London will respond to an incident involving a significant number of deaths in a short space of time
- London Structural Collapse Response and Recovery Framework - guidance for planning for and responding to a large scale structural collapse
- London Severe Weather and Natural Hazards Framework - actions to be taken in the case of heat waves, snow and other adverse weather
- London Mass Evacuation Framework – guidance for managing a mass evacuation of displaced persons
- London Mass Shelter Framework – guidance for sheltering large numbers of people affected by emergencies
- London Power Supply Disruption Framework - guidance for planning for and responding to a large scale power outage
- London Water Supply Disruption Plan - guidance for planning and responding to a disruption to London's water supply
- London Drought Response Framework - explains the arrangements in place for a coordinated approach to managing drought.
- Data Sharing Agreement - agreement between local responders for sharing information about people affected by an emergency.

VIII. Smart City and New Technologies

1. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial

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Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

The Emerging Technology Charter for London sets practical and responsible guidelines taken from lived experience and various central government guidance in relation to deployment in smart cities at “An Emerging Technology Charter for London”

<https://www.london.gov.uk/publications/emerging-technology-charter-london>

Some emerging technologies are also covered by the national strategy rather than local ones.

Overarching strategy:

https://www.london.gov.uk/sites/default/files/smarter_london_together_v1.66_-_published.pdf

2021-2024 Priorities:

<https://www.london.gov.uk/programmes-strategies/business-and-economy/supporting-londons-sectors/smart-london/priorities-and-programmes-2021-and-beyond>

National strategy:

<https://www.gov.uk/government/publications/uks-digital-strategy/uk-digital-strategy>

AI is covered under planning and infrastructure in the strategy page 47.

“These tools can serve as a foundation for deploying machine learning and AI to understand, forecast and manage the city’s growth.”

The Data for London Board provides advice on city data platform build and other data matters [Data for London Advisory Board | London City Hall](#)

<https://www.london.gov.uk/programmes-strategies/business-and-economy/supporting-londons-sectors/supporting-tech-and-digital-sectors/data-london-advisory-board>

2. Does your city/municipality strategy plans for the use of big data analytics or AI in their decision-making processes?

Yes No

If Yes, please explain further and provide links.

As above. AI is covered under planning and infrastructure in the strategy. A forthcoming Data for London roadmap sets out ambitions for data collaboration [Data for London Advisory Board | London City Hall](#) see also, more generally

https://www.london.gov.uk/sites/default/files/smarter_london_together_v1.66_-_published.pdf page 47.

“These tools can serve as a foundation for deploying machine learning and AI to understand, forecast and manage the city’s growth.”

IX. Contact and Additional Information

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- Organization: Government Digital Service
- Submission Date: _____

▪

Please select whichever applies:

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

▪

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022.
We appreciate your participation.