



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). The United Nations Department of Economic and Social Affairs (UN DESA) assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2024 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:

<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org), Saae Kwon (email saae.kwon@un.org) and Enkel Daljani (email daljani@un.org)

COUNTRY NAME*

United Kingdom of Great Britain and Northern
Ireland

Contact information

Your name*

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Title*

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Organization*

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Please select whichever applies*

I am authorized and fully knowledgeable to respond to this questionnaire.

A group of government agencies responded to the questionnaire collectively.

I did not have the full information to respond to this questionnaire.

I mostly provided my own opinion/assessment rather than official information.

Other _____

A. Institutional / Organizational Framework

1. What is the official e-government portal at the national level? If more than one exists, please list all.*

Note: E-government and digital government are used interchangeably in this Questionnaire.

The UK has one official e-government portal. All 'egov' services start at GOV.UK (link 1).

GOV.UK represents the UK Government decision to create a single domain for accessing all UK government information and services, regardless of department or agency. GOV.UK is the starting place for thousands of essential government services.

Link 1: <https://www.gov.uk/>

2. Please provide links (Links) for portals providing specific services/features*

E-services or similar

<https://www.gov.uk/>

E-participation or similar

The UK Parliament petitions website (e-petitions) allows members of the public to create and support petitions for consideration by the government. (Link 1)

The UK operates a sign up panel hosted on GOV.UK which enables all Government departments to recruit user research

participants to provide feedback and insight into the design of their services and content. (Link 2).

The UK also uses GOV.UK to actively promote ways for the public to get involved with Government. (Link 3) One of the primary means of achieving this is to encourage active engagement with government consultations and calls for evidence - wherein any individual or civilian organisation can provide feedback on policy and draft legislation. There are currently (June 2023) over 180 open consultations, an example of which is a call from the Department for Education regarding the use of generative AI in schools and colleges in England. (Link 4).

In April 2020, as part of the wider responses to engagement during the COVID-19 Pandemic, the UK established the gov.uk/ask service (Link 5), which allowed members of the public to submit questions to Ministers and senior experts as part of the then-daily press conferences. During the time the service was active, over 700,000 questions were submitted.

Link 1: <https://petition.parliament.uk/>

Link 2: <https://signup.take-part-in-research.service.gov.uk/home>

Link 3: <https://www.gov.uk/government/get-involved>

Link 4: <https://www.gov.uk/government/consultations/generative-artificial-intelligence-in-education-call-for-evidence>

Link 5: <https://www.gov.uk/guidance/ask-the-government-a-question>

Open government data

The UK has guidelines on the release of open data (Link 1) and a legislative framework for the release of public sector information. This is contained in the G8 Open Data Charter, (Link 2) now the International Open Data Charter which sets out 5 strategic principles that all members act on:

- Principle 1: Open Data by Default
- Principle 2: Quality and Quantity
- Principle 3: Usable by All
- Principle 4: Releasing Data for Improved Governance
- Principle 5: Releasing Data for Innovation.

The UK did provide a performance platform (Link 3) that published timely, meaningful and actionable data on all UK government services. The Performance Platform was a

service provided by the Government Digital Service (GDS) until March 15 2021. Following new guidance for publishing data (Link 4) GDS have now moved to a model which sees each department publish service data individually. This data is findable through data.gov.uk (Link 5).

Using open standards and common platforms is a requirement (point 9) of the Digital Service Standard (Link 6), a set of 14 criteria used to check whether a service is good enough for public use.

The UK believes using open standards and common government platforms means:

- Creating a single sign on solution such as GOV.UK One Login for identity assurance (Link 7);
- moving between different technologies when the need arises which avoids getting locked into contracts which are difficult to end;
- quickly and easily changing services when required; and
- giving users a more consistent experience when using government services online - this builds trust

Link 1: <https://www.data.gov.uk/>

Link 2:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/207772/Open_Data_Charter.pdf

Link 3:

<https://www.data.gov.uk/dataset/731b25a8-0462-4a7d-aa3f-5a5d44ae26d2/historical-performance-platform>

Link 4:

<https://dataingovernment.blog.gov.uk/2021/02/18/new-guidance-for-publishing-data/>

Link 5: <https://www.data.gov.uk/>

Link 6: <https://www.gov.uk/service-manual/service-standard>

Link 7: <https://www.sign-in.service.gov.uk/>

Public procurement

The UK presents multiple ways to sell goods or services to the public sector that ensure open, fair and transparent competition in the market:

- the Public Procurement Gateway (Link 1) provides people, technology and user research services for digital projects in the public sector;
- the Contracts Finder (Link 2) lets people search for information about contracts worth over £12,000 with the government and its agencies;

- the Small Business Research Initiative (SBRI), (Link 3)
- the local Enterprise Europe Network, (Link 4)
- the Tenders Electronic Daily (TED) (Link 5) for high-value public sector contracts in other European Union (EU) countries;
- through local councils (Link 6) or public sector organisations - by contacting them about how to become an approved supplier; and
- through newspaper and trade magazine advertisements.

Link 1:

https://auth.identify.crowncommercial.gov.uk/login?state=hKFo2SB1dGhIN3ZqU2NicGpKZmJ1VFJOWWVjQk1manhrYzBLWaFupWxvZ2luo3RpZNkgLW9JS3djSFUzUVliSWxBVVFrsKtKcXVObkNSYTJkSkmjY2lk2SA4RjZzWHVODDFMdfdTUFN4VmRuZHU4Y1INWWN5ZINMcQ&client=8F6sXuNt1LtWSPSxVdndu8cYMYcyfSLq&protocol=oauth2&response_type=code&scope=email%20profile%20openid%20offline_access&redirect_uri=https%3A%2F%2Fidentify.crowncommercial.gov.uk%2Fauthsuccess&code_challenge_method=S256&code_challenge=6s_12j83BS_fCXSTzfCqI-U2EBppFDDueQhGiH6oR30

Link 2: <https://www.gov.uk/contracts-finder>

Link 3: <https://www.ukri.org/what-we-offer/browse-our-areas-of-investment-and-support/small-business-research-initiative-sbri/>

Link 4: <https://een.ec.europa.eu/>

Link 5: <https://ted.europa.eu/TED/main/HomePage.do>

Link 6: <https://www.gov.uk/find-local-council>

Others (if any)

The Scottish Government: <https://www.gov.scot/> (Link 1)

The Northern Ireland Government:
<http://www.nidirect.gov.uk> (Link 2)

The Welsh Government: <https://gov.wales/> (Link 3)

The devolved administrations of Scotland, Wales and Northern Ireland have a certain level of autonomy to digitise their local service provision. Devolved administrations are not classed as completely separate entities, as they still work to the same standards as GOV.UK.

Each devolved administration has published its own digital strategy complementing the UK Digital Strategy. (Link 4)

The Scottish Government published A changing nation: how Scotland will thrive in a digital world (Link 5) which describes their plans for digital transformation.

The Welsh Government Digital Strategy (Link 6) summaries the approach to digital skills, leadership, digital in policy-making, services, and data.

The Digital Northern Ireland 2020 (DNI) (Link 7) initiative outlines how digital transformation can generate considerable benefits in terms of both economic and social uplift as a result of the advanced communications capability which has been and continues to be deployed.

Link 1: <https://www.gov.scot/>

Link 2: <http://www.nidirect.gov.uk>

Link 3: <https://gov.wales/>

Link 4:

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

Link 5: <https://www.gov.scot/publications/a-changing-nation-how-scotland-will-thrive-in-a-digital-world/pages/foreword/>

Link 6: <https://www.gov.wales/digital-strategy-wales-html>

Link 7:

<https://www.investni.com/sites/default/files/documents/stat/ic/library/invest-ni/documents/digital-northern-ireland-2020-report.pdf>

3. Please provide the name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

The Central Digital and Data Office (CDDO see link 1) is part of the Cabinet Office and leads the digital, data and technology (DDaT) function for government. CDDO puts the conditions for success in place for HM government to deliver digital transformation at scale by:

- Setting the cross-government digital strategy and standards;
- Managing performance across the DDaT agenda; and
- Assuring delivery through assessments and controls.

CDDO has six important areas of focus, as outlined in Transforming for a digital future: Government's 2022 to 2025 roadmap for digital and data (Link 2):

1. Transformed public services that achieve the right outcomes
2. One Login for Government
3. Better data to power decision making
4. Modern, Secure and Efficient Technology
5. Digital Skills at Scale
6. A system that unlocks digital transformation

Underlying this, is CDDO's cross-cutting activity:

- Performance Management and Assurance
- Strategy and Analysis

- Transformation and Operations

The CDDO is a newly founded business unit of the Cabinet Office, established in 2021 to oversee all digital transformation activity across government, spanning not only centrally led-digital platforms and products (such as those delivered by the UK's Government Digital Service - see link 3), but also all activity in departments and Arms Length Bodies (ALBs). The Government Digital Service (GDS) is responsible for ensuring the user experience of government is simple and consistent for everyone. It builds and runs the parts of digital government services that are common across all of HMG, to make their use more efficient across different departments. In the near term, GDS is focusing on 3 main priorities (links 4, 5 and 6):

- Maintaining a clear, easy-to-navigate and welcoming front door to government
- Building common platforms to help departments make better digital services
- Using our unique position at the centre of government to connect the dots and provide users a seamless experience online

Link 1: <https://www.gov.uk/government/organisations/central-digital-and-data-office>

Link 2: <https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data>

Link 3: <https://www.gov.uk/government/organisations/government-digital-service>

Link 4: [GDS 2021-2024 strategy updates](#)

Link 5: [An update on One Login for Government](#)

Link 6: [Putting growth at the heart of GOV.UK's strategy](#)

4. Does your country have a national Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes **No**

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Name*

Mike Potter (on long term leave)
Megan Lee Devlin (interim)

Title*

Government Chief Digital Officer

Organization*

Central Digital and Data Office

Email*

cddopo@digital.cabinet-office.gov.uk

5. Are there sectoral/line-ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes No

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

As outlined in the DDaT Functional Standard (Link 1), there is an expectation that each government organisation will have a senior officer accountable for an organisation's digital portfolio (generally known as a Chief Digital Officer) as well as a senior officer accountable for data in an organisation (generally known as a Chief Data Officer) and a senior officer accountable for technology in an organisation (generally known as a Chief Technology Officer).

To oversee work of the DDaT Function and ensure cross-government oversight of progress, there are a number of cross-government governance structures:

- Digital and Data Board (DDB), a sub-board to the Civil Service Board co-chaired by Paul Willmott (Link 2) and Jim Harra (HMRC First Permanent Secretary and Chief Executive) (Link 3) consisting of Permanent Secretaries across government. DDB steers the strategic direction of the DDaT Function and oversees implementation of the Government Digital and Data Strategy.
- DDaT Functional Leadership Group, attended by Chief Digital and Information Officers (CDIOs) of all major Departments to track progress of roadmap implementation.
- Chief Data Officer (CDO) and Chief Technology Officer (CTO) Councils, are respectively attended by CDOs and CTOs of major departments. They oversee delivery of specific Missions of the Roadmap and provide strategic direction on Government's objectives for Data and Technology.

Link 1: <https://www.gov.uk/government/publications/government-functional-standard-govs-005-digital>

Link 2: <https://www.gov.uk/government/people/paul-willmott>

Link 3: <https://www.gov.uk/government/people/jim-harra>

Sectoral agencies/departments/ministries

6. Please provide names and portals (links) of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development

Department for Levelling Up, Housing & Communities:
<https://www.gov.uk/government/organisations/department-for-levelling-up-housing-and-communities>

Education

Department for Education:
<https://www.gov.uk/government/organisations/department-for-education>

Health

Department of Health & Social Care:
<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

Social Welfare
(inclusion, social protection, etc.)

Department of Health and Social Care:
<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

Department for Work and Pensions:
<https://www.gov.uk/government/organisations/department-for-work-pensions>

Employment and Labour

Department for Work and Pensions:
<https://www.gov.uk/government/organisations/department-for-work-pensions>

Environment

Department for Environment Food & Rural Affairs:
<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

Justice

Ministry of Justice:
<https://www.gov.uk/government/organisations/ministry-of-justice>

Economy/finance

HM Treasury:
<https://www.gov.uk/government/organisations/hm-treasury>

HM Revenue and Customs:

<https://www.gov.uk/government/organisations/hm-revenue-customs>

Industry/trade

Department for Business & Trade:

<https://www.gov.uk/government/organisations/department-for-business-and-trade>

Sustainable Development Goals (SDGs) [NEW]

Department for Science, Innovation and Technology:

<https://www.gov.uk/government/organisations/department-for-science-innovation-and-technology>

Climate Change [NEW]

Department for Energy Security and Net Zero:

<https://www.gov.uk/government/organisations/department-for-energy-security-and-net-zero>

Others (Please specify)

<https://www.gov.uk/government/organisations>

The names and portals for all 602 UK organisations.

B. Crisis/Emergency Response and Recovery [NEW]

7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details.[NEW]

Yes No

The United Kingdom does not have one dedicated strategy for emergency response or digital in emergency response. Specific digital strategies within crisis/emergency response and recovery frameworks are covered below.

The Civil Contingencies Act (CCA) — 2004 and accompanying guidance includes digital response in a crisis. (Link 1)

The United Kingdom emergency preparation, response and recovery site (Link 2) also covers the 14 (mostly digital) services available to find emergency assistance, report a problem or approve an emergency response and recovery request. This site also contains news/updates related to the United Kingdom's emergency preparation on; Guidance and regulation, News and communications, Research and statistics, Policy papers and consultations, Transparency and freedom of information releases and

links to the 68 governmental and public sector organisations responsible for emergency response planning. These include consideration for digital strategy similarly to the Civil Contingencies Act above.

The United Kingdom also has specific digital guidance related to communications in emergency response. Emergency Planning Framework (Link 3, page 21) includes guidance for the use of social media in order to “can keep pace with the speed of events and respond with authority to any emerging trends”. It includes guidance around social media use being monitored and assessed 24/7, proactive and reactive social media outreach, the two-way nature of social media communications. On page 22 it also includes a complex Digital Media Response Assessment framework.

The United Kingdom Guidance for Emergency Response and Recovery above also sets out Telecommunications technologies under “Government initiatives for enhancing resilience” (see Link 4, page 112). It includes the United Kingdom’s 4 Four broad capabilities to enhance telecommunications resilience as; the High Integrity Telecommunications System (HITS), the National Resilience Extranet, the Mobile Telecommunications Privileged Access Scheme (MTPAS) and Airwave. It also includes National arrangements for promoting the availability of telecommunications infrastructure (see Link 4, page 113).

The United Kingdom also has guidance for citizens in preparation for an emergency (see link 5). This outlines how individuals, businesses and communities can prepare for emergencies, including directing citizens to relevant digital services and guidance from charities and official meteorological organisations. It also outlines how citizens can volunteer in times of emergency, and prepare in such a way which does not impede emergency responders.

The response to the COVID-19 pandemic also highlighted the United Kingdom’s digital strategy in emergency response. As set out in this blog post (Link 5) in September 2020, the UK’s digital response to COVID-19 was the result of 10 years of investment in people, governance and technology. The ability to respond quickly and effectively was a result of the digital leadership and capability that already existed prior to the pandemic in addition to new processes and services that stood up at pace during the crisis.

To better coordinate and manage the challenges and risks associated with delivering the digital response to the pandemic, a Working Group was led and coordinated by the Government Digital Service (GDS) to ensure there was a single point of entry where all departments, parliament and devolved administrations could pool their needs, risks, issues and asks of one another. The Working Group provided a vital, high-tempo forum for the dissemination of guidance, information as well as the articulation of needs, risks and issues of the function. In addition, the GDS COVID-19 Resource Hub was set up as an aggregation point for all digital support requests (information, people and skills), as well as offers of assistance from industry. Also see Link 6 for further information.

Link 1: <https://www.gov.uk/guidance/emergency-response-and-recovery>

Link 2: <https://www.gov.uk/government/emergency-preparation-reponse-and-recovery>

Link 3: <https://gcs.civilservice.gov.uk/wp-content/uploads/2020/04/Emergency-planning-framework-1.pdf>

Link 4:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/253488/Emergency_Response_and_Recovery_5th_edition_October_2013.pdf

Link 5: <https://www.gov.uk/government/publications/preparing-for-emergencies/preparing-for-emergencies>

Link 6:

<https://gds.blog.gov.uk/2020/09/14/leading-the-digital-data-and-technology-ddat-response-to-coronavirus/>

8. Is there a specific national portal addressing crisis/emergency *? [NEW]

Yes No

If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency?

Yes, there are 3 specific national portals for addressing emergency:

<https://www.gov.uk/guidance/emergency-response-and-recovery>

<https://www.gov.uk/government/emergency-preparation-reponse-and-recovery>

<https://www.gov.uk/government/publications/preparing-for-emergencies/preparing-for-emergencies>

GOV.UK is the official and authoritative source of government information and services, including in an emergency situation. GOV.UK is the primary channel for disseminating urgent or emergency communications that necessitate immediate action to be taken. For example, during the COVID-19 pandemic, GOV.UK directed users to the latest details pertaining to lockdowns, restrictions, testing, and vaccinations, as well as live-streams for press conferences by the Prime Minister and other senior figures. The website incorporates site-wide banners that can be promptly deployed during significant events or emergencies. Reflecting this status, GOV.UK is designated Critical National Infrastructure and invests in platform resilience and security to ensure our technology is robust and can scale to handle spikes in traffic.

In 2023 the UK also launched an Emergency Alerts service, which can be used to send national or regional alerts to members of the public via their phones. <https://www.gov.uk/alerts>

C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? *

Yes No

If yes, please provide link and detail.

Yes - The Freedom of Information (FOI) Act 2000 (Link 1). It gives anyone the right to request disclosure of recorded information held by public authorities. Anyone can submit a request for information. There are no restrictions according to age, nationality or place of residence. A requester does not have to submit a reason for requesting the information they are seeking the disclosure of.

The Act encourages public authorities to make as much information as possible available to the public proactively.

Recorded information can include printed documents, computer files, letters, emails, text messages, photographs, and sound or video recordings.

A person is entitled to have the information they request disclosed to them unless the request is refused under one of the procedural grounds (breaches statutory cost limits or is vexatious / burdensome), or if an exemption under the Act applies.

The Act covers any recorded information that is held by a public authority in England, Wales and Northern Ireland, and by UK-wide public authorities based in Scotland. Information held by Scottish public authorities is covered by Scotland's own Freedom of Information (Scotland) Act 2002.

The Information Commissioner is the UK's independent regulator for FOI and data protection legislation. The Commissioner is responsible for upholding information rights, promoting openness by public bodies, and data privacy for individuals. The role of the Information Commissioner's Office (ICO) is to help the public to exercise their rights under the legislation, and to ensure that organisations follow FOI, EIR and data protection legislation.

Link 1: <https://www.legislation.gov.uk/ukpga/2000/36/contents>

10. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes **No**

If yes, please provide link and detail.

Yes - The Data Protection Act 2018 (Link 1) is the UK's implementation of the General Data Protection Regulation (GDPR).

Link 1: <https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>

11. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes **No**

If yes, please provide link and detail.

Yes - there are multiple pieces of legislation that are relevant to cybersecurity. With the most relevant being The Computer Misuse Act (CMA) (link 1), Data Protection Act (which enacts the GDPR) (link 2) and Security of Network & Information Systems Regulations (NIS) (link 3). Cybercrime is prosecuted under criminal law relating to the panoply of types of Fraud.

It is a criminal offence to access data or modify information that's held on a computer system without the consent of the owner or the required permissions. UK's Home Office is currently improving the CMA by holding an open consultation to ensure that the upcoming version will adequately address the current forms of offences (link 4).

The Data Protection Act 2018 requires organisations to better understand their data and improve cyber security controls as well as being transparent in the event of a breach.

The NIS Regulations 2018 is a set of regulations that provide legal measures to boost the level of security (both cyber and physical resilience) of network and information systems for the provision of essential services and digital services such as online marketplaces, online search engines, cloud computing services. An overview of the NIS Regulation is available on GOV.UK. The NIS Regulations were reviewed in May 2020 from which the government considered amendments to improve the regulations (link 5).

The NCSC Cyber Assessment Framework (CAF) provides a systematic and comprehensive approach to assessing the extent to which cyber risks to essential functions are being managed by the organisation responsible. It is intended to be used either by the responsible organisation itself (self-assessment) or by an independent external entity, possibly a regulator or a suitably qualified organisation acting on behalf of a regulator (Link 6).

Link 1: <https://www.legislation.gov.uk/ukpga/1990/18/contents>

Link 2: <https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>

Link 3: <https://www.legislation.gov.uk/uksi/2018/506/made>

Link 4: <https://www.gov.uk/government/consultations/review-of-the-computer-misuse-act-1999/review-of-the-computer-misuse-act-1990-consultation-and-response-to-call-for-information-accessible#proposals-for-legislative-change>

Link 5: [https://www.gov.uk/government/collections/nis-directive-and-nis-regulations-2018#:~:text=Recent%20proposals%20to%20update%20the%20NIS%20regulations%20\(Dec%202022\)&text=The%20changes%20include%3A,for%20enforcing%20the%20NIS%20regulations](https://www.gov.uk/government/collections/nis-directive-and-nis-regulations-2018#:~:text=Recent%20proposals%20to%20update%20the%20NIS%20regulations%20(Dec%202022)&text=The%20changes%20include%3A,for%20enforcing%20the%20NIS%20regulations)

Link 6: <https://www.ncsc.gov.uk/collection/caf/cyber-assessment-framework>

12. Is there any legislation, law or regulation on digital identity? *

Yes No

If yes, please provide link and detail.

The Department for Science, Innovation and Technology (DSIT) (Link 1) steer the strategic direction and vision for Digital Identity for the private sector and the wider UK economy. DSIT is developing a range of policy initiatives. In addition to the regulations listed below, the UK government through DSIT is currently sponsoring legislation around digital identity, see below.

This includes the UK digital identity and attributes trust framework (Link 2): which encompasses a set of rules and processes that digital identity products and services will need to meet, a data-checking gateway which will allow accredited private sector organisations to check against government held attributes for identity verification, and work to establish the legal validity of digital identities and attributes.

The UK is currently legislating via the 'Data Protection and Digital Information Bill' (Link 3) to underpin the trust framework, build confidence in digital identities in the UK and international confidence in the UK's digital identity marketplace.

The legislation will:

- underpin a certification scheme so that users can have the confidence that organisations have been independently assessed to prove they follow the rules;
- set up a governing body (to be initially housed within the Department for Science, Innovation and Technology) to oversee the provision of certified, 'trust-marked' service; and
- enable public authorities to disclose information to organisations providing trust-marked services for the purposes of identity or eligibility verification.

The Public Service Delivery ('PSD') power (Chapter 1 of Part 5 of the Digital Economy Act 2017) (Link 4) allows specified public authorities to share personal information for objectives which are set out in regulations. In order to exercise the PSD power, the government must, via regulations, set specific objectives for improving and targeting public services to individuals and households.. Using this

power, the UK Government intends to legislate on cross public sector data sharing to support government identity verification services when parliamentary time allows. The public consultation on draft regulations is complete and the government response has been published (Link 5).

Link 1:

<https://www.gov.uk/government/organisations/department-for-science-innovation-and-technology>

Link 2: <https://www.gov.uk/government/publications/uk-digital-identity-attributes-trust-framework-updated-version>

Link 3: <https://bills.parliament.uk/bills/3322>

Link 4: <https://www.legislation.gov.uk/ukpga/2017/30/contents/enacted>

Link 5: <https://www.gov.uk/government/consultations/draft-legislation-to-help-more-people-prove-their-identity-online>

13. Is there any legislation, law or regulation on digital signature? *

Yes **No**

If yes, please provide link and detail.

Legislation:

Execution of a document using an electronic signature (Link 1)

Execution of documents by virtual means (Link 2)

Section 7 of the Electronic Communications Act 2000 confirms the legal status of an electronic signature (Link 3).

The Electronic Identification and Trust Services for Electronic Transactions Regulation 2016 (2016 No.696) is the framework for the provision and effect of electronic signatures, electronic seals, electronic time stamps, electronic documents, electronic registered delivery services and certificate services for website authentication. It is the UK's implementation of the EU's eIDAS Regulation (Link 4).

An overview and guide on Electronic signatures is available on GOV.UK (Link 5).

A recent Law Commission report in 2019 confirmed the validity of electronic signatures (Link 6).

Link 1: <https://www.lawsociety.org.uk/topics/business-management/execution-of-a-document-using-and-electronic-signature>

Link 2:

<https://www.lawsociety.org.uk/topics/business-management/execution-of-documents-by-virtual-means>

Link 3: <https://www.legislation.gov.uk/ukpga/2000/7/section/7>

Link 4: https://www.legislation.gov.uk/uksi/2016/696/pdfs/uksi_20160696_en.pdf

Link 5: <https://www.gov.uk/government/publications/electronic-signatures>

Link 6:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1051451/electronic-execution-documents-industry-working-group-interim-report.pdf

14. Is there any legislation, law or regulation on e-procurement? *

Yes **No**

If yes, please provide link and detail.

Yes - the Public Contracts Regulations 2015 (Link 1) requires all government agencies, as a minimum, to follow the legal requirements to publish advertised opportunities and awards on Contracts Finder, the UK government's single online procurement portal (Link 2). Central government buyers must publish all tender documents and contracts with a contract value of over £12,000 on Contracts Finder. The Contracts Finder is included in the current legislation to support the UK's commitment to increased transparency of procurement notices, such as contracts awarded (rather than transactional procurement processes).

General information, regulations and guidance on public procurement, including e-procurement, is available on GOV.UK (Link 3). The service for specifically buying services and products is called the Public Procurement Gateway (Link 4) and is underpinned by the G-Cloud and Digital Outcomes and Specialists (DOS) frameworks (Links 5 and 6)

In 2022, in the Transforming Public Procurement paper (Link 7) and related Procurement Bill, the government has proposed to embed transparency and the use of data throughout UK public procurement. Until this, central government departments are already required to report KPIs from their most important contracts on a quarterly basis.

The reforms include:

- The introduction of a number of new procurement 'notices', covering the entire procurement lifecycle from planning through to contract expiry.
- The provision of a registration service for suppliers, where they can input information that will be used by all contracting authorities during procurement processes - a 'Tell Us Once' system
- A digital platform which will display all of this information publicly, with API access to data published to the Open Contracting Data Standard (OCDS) (Link 8).
- Building a number of useful registers, and explore integrating commercial data analysis tools.

Link 1: <http://www.legislation.gov.uk/ukxi/2015/102/part/4/made>

Link 2: <https://www.gov.uk/contracts-finder>

Link 3: <https://www.gov.uk/guidance/public-sector-procurement-policy>

Link 4: <https://www.crowncommercial.gov.uk/public-procurement-gateway-guides>

Link 5: <https://www.gov.uk/guidance/g-cloud-suppliers-guide>

Link 6: <https://www.gov.uk/guidance/digital-outcomes-and-specialists-suppliers-guide>

Link 7: <https://www.gov.uk/government/collections/transforming-public-procurement>

Link 8:

<https://www.gov.uk/government/publications/open-standards-for-government/open-contracting-data-standard-profile>

15. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes **No**

If yes, please provide link and detail.

Although there is no formal legislation on digitally publishing government expenditure, the UK government is committed to transparency and openness.

The UK's Office for National Statistics (ONS) publishes data on public spending in the form of datasets and publications annually (Link 1).

GOV.UK provides guidance on how to publish central government transparency data as well as the types of transparency data they must publish and how (Link 2).

Specific guidelines have been developed on how to publish spend control data, including a template for GOV.UK publication page for departmental core transparency data, which is to be published on a quarterly basis (Link 3).

Link 1: <https://www.ons.gov.uk/economy/governmentpublicsectorandtaxes/publicspending>

Link 2: <https://www.gov.uk/government/collections/how-to-publish-central-government-transparency-data>

Link 3: <https://www.gov.uk/guidance/how-to-publish-spend-control-data>

16. Is there any legislation, law or regulation on national data governance, including data sharing/exchange/interoperability across government agencies? *

Yes **No**

If yes, please provide link and detail.

Yes - this is covered by the Digital Economy Act (2017) (Link 1) and via the UK National Data Strategy (Link 2).

There is a formal requirement to make available selected datasets to all public sector institutions in a proactive way, unless a legitimate justification is provided (e.g. through basic data registries, central/federal data interoperability platform)

The Open Data White Paper: Unleashing the Potential (Link 3) from 2012 sets out a clear expectation of government adopting an 'Open By Default' approach to releasing data.

To support the ongoing implementation of this approach, the Data Sharing Governance Framework was published in 2022 (Link 4). The publication of this Framework supports commitments made in the National Data Strategy, particularly addressing barriers to data sharing and driving aligned data governance structures across government. The Framework also supports the Declaration on Government Reform, which commits to openness and data sharing across government.

The UK's National Data Strategy addresses data sharing legislation in Mission 3: Transforming government's use of data to drive efficiency and improve public services (Link 5).

This includes the Digital Economy Act 2017 (link 6) which, in Part 5, contains public sector data sharing provisions in a single, umbrella piece of legislation designed to reduce legal barriers to data sharing and enable public authorities to share information, including personal data for specific purposes. Purposes include public service delivery, civil registration, reducing debt, combating fraud, and research and statistics for the public good. The Cabinet Office and the Department for Science, Innovation and Technology commitment is to drive the use of the Digital Economy Act 2017 and address barriers to data sharing more widely. There is also the Register of information sharing agreements that have been made under the public service delivery, debt, fraud and civil registration provisions within the Digital Economy Act 2017.

The Data Standards Authority (DSA) (Link 8) was established in April 2020 to improve government coordination and collaboration to set common standards to enable greater data interoperability. The DSA published its strategy and operating model, which sets out the role and approach of the DSA to improve the adoption of common data standards across government.

Recognising that data is essential to delivering good public services, developing and evaluating policy, and a wide range of government operations, the Central Digital and Data Office published the Data Sharing Governance Framework in May 2022. The Framework supports the Declaration on Government Reform, which commits to openness and data sharing across government and aims to reduce barriers to data sharing.

Link 1: <https://www.legislation.gov.uk/ukpga/2017/30/contents/enacted>

Link 2: <https://www.gov.uk/government/publications/uk-national-data-strategy/national-data-strategy>

Link 3: <https://www.gov.uk/government/publications/open-data-white-paper-unleashing-the-potential>

Link 4: <https://www.gov.uk/government/publications/data-sharing-governance-framework/data-sharing-governance-framework>

Link 5: <https://www.gov.uk/government/publications/uk-national-data-strategy/national-data-strategy>

Link 6: <https://www.legislation.gov.uk/ukpga/2017/30/contents/enacted>

Link 7: <https://www.gov.uk/government/publications/register-of-information-sharing-agreements-under-chapters-1-2-3-and-4-of-part-5-of-the-digital-economy-act-2017>

Link 8: <https://www.gov.uk/government/groups/data-standards-authority>

17. Is there any legislation, law or regulation on open government data? *

Yes **No**

If yes, please provide link and detail.

Yes, the origin of UK development of open government data policy lies in the 1993 Open Government White Paper (Link 1) and the 1997 Right To Know White Paper (Link 2), leading to the Freedom of Information Act 2000 (Link 3). This was subsequently amended by the Protection of Freedoms Act 2012 (Link 4). The Open Government License (Link 5) was introduced in 2010 to allow public sector bodies to easily licence their publications. The Open Data White Paper: Unleashing the Potential (Link 6) from 2012 sets out a clear expectation of government adopting an 'Open By Default' approach to releasing data. The Re-use of Public Sector Information Regulations 2015 (Link 7) further strengthened access to reusable public sector information. Various guidance has been issued such as 'Be open and use open source' (Link 8) in 2017, 'Open Standards Principles' (Link 9) and 'Using Open Document Formats' (Link 10) in 2018, and the 'Open Government Playbook' (Link 11) in 2020.

The UK government has adopted the policy of 'Open by Default' for public sector data across all departments, which is formally addressed in the National Data Strategy (Link 12). There is a formal requirement to make available selected datasets to all public sector institutions in a proactive way, unless a legitimate justification is provided (e.g. through basic data registries, central/federal data interoperability platform)

To support the ongoing implementation of this approach, the Data Sharing Governance Framework (Link 13) was published in 2022. The publication of this Framework supports commitments made in the National Data Strategy, particularly addressing barriers to data sharing and driving aligned data

governance structures across government. The Framework also supports the Declaration on Government Reform (Link 14) from 2021, which commits to openness and data sharing across government.

The National Data Strategy recognises the value of open data. Beyond the commitment to open data, the government sets to address the need for new models and approaches to drive value from data and data systems that span the private and public sector – this is particularly important in cases where the data itself is not appropriate to be shared as open data, be it for privacy, national security or commercial reasons. This is illustrated by the work of the National Infrastructure Commission and the Geospatial Commission.

The Strategy furthermore sets out to review and upgrade the data infrastructure that underpins the monitoring and reporting of online harms such as child sexual abuse, hate speech and self harm and suicide ideation.

If data is non-sensitive, non-personal, and if the Data Sharing Agreements with the supplier allow it, teams are suggested to make the data open and assign it a digital object identifier (DOI).

The Department for Science, Innovation and Technology has committed to review open data publication and decision-making processes to ensure their consistency and support development of interoperable metrics to measure the impact of published data.

Link 1:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/271975/2290.pdf

Link 2: <https://www.gov.uk/government/publications/your-right-to-know-the-governments-proposals-for-a-freedom-of-information-act>

Link 3: <https://www.legislation.gov.uk/ukpga/2000/36/contents>

Link 4: https://www.legislation.gov.uk/ukpga/2012/9/pdfs/ukpga_20120009_en.pdf

Link 5: <https://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

Link 6: <https://www.gov.uk/government/publications/open-data-white-paper-unleashing-the-potential>

Link 7: <https://www.legislation.gov.uk/uksi/2015/1415/contents/made>

Link 8: <https://www.gov.uk/guidance/be-open-and-use-open-source>

Link 9: <https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles>

Link 10: <https://www.gov.uk/guidance/using-open-document-formats-odf-in-your-organisation>

Link 11: <https://www.gov.uk/government/publications/open-government-playbook>

Link 12: <https://www.gov.uk/guidance/national-data-strategy>

Link 13: <https://www.gov.uk/government/publications/data-sharing-governance-framework/data-sharing-governance-framework>

Link 14: <https://www.gov.uk/government/publications/declaration-on-government-reform>

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes No

If yes, please provide link and detail.

The National AI Strategy (Link 1) represents the start of a step-change for AI in the UK, recognising the

power of AI to increase resilience, productivity, growth and innovation across the private and public sectors. In the National AI Strategy, the government committed to developing a pro-innovation national position on governing and regulating AI, outlined in a policy paper (Link 2). This white paper sets out the government's proposals for implementing a proportionate, future-proof and pro-innovation framework for regulating AI.

The UK Science and Technology Framework (Link 3) sets out the government's strategic vision to make the UK a science and technology superpower by 2030. It identifies AI as one of five critical technologies and notes that regulation plays an important role in creating an environment for AI to flourish.

Through this new approach to AI regulation, the government will help the UK harness the opportunities and benefits that AI technologies present. This will drive growth and prosperity by boosting innovation and investment, and building public trust in AI. It will strengthen the UK's position as a global leader in AI, by ensuring the UK is the best place to develop and use AI technologies.

UK laws, regulators and courts already address some of the emerging risks posed by AI technologies, examples include:

- Discriminatory outcomes that result from the use of AI may contravene the protections set out in the Equality Act 2010. AI systems are also required by data protection law to process personal data fairly (Link 4). However, AI can increase the risk of unfair bias or discrimination across a range of indicators or characteristics. This could undermine public trust in AI.
- Product safety laws ensure that goods manufactured and placed on the market in the UK are safe. Product-specific legislation (such as for electrical and electronic equipment, medical devices, and toys) may apply to some products that include integrated AI. However, safety risks specific to AI technologies are monitored closely. As the capability and adoption of AI increases, it may pose new and substantial risks that are unaddressed by existing rules.
- Consumer rights law may protect consumers where they have entered into a sales contract for AI-based products and services. Certain contract terms (for example, that goods are of satisfactory quality, fit for a particular purpose, and as described) are relevant to consumer contracts. Similarly, businesses are prohibited from including certain terms in consumer contracts. Tort law provides a complementary regime that may provide redress where a civil wrong has caused harm. It is not yet clear whether consumer rights law will provide the right level of protection in the context of products that include integrated AI or services based on AI, or how tort law may apply to fill any gap in consumer rights law protection.

There is a desire to improve the regulatory landscape. The Government intends to leverage and build on existing regimes, maximising the benefits of what we already have, while intervening in a proportionate way to address regulatory uncertainty and gaps. Delivering a pro-innovation regulatory framework that is designed to be adaptable and future-proof, supported by tools for trustworthy AI including assurance techniques and technical standards. This approach will provide more clarity and encourage collaboration between government, regulators and industry to unlock innovation.

On 7th June 2023, the UK Prime Minister announced the first major global summit on AI safety. The summit which will be hosted in the UK in autumn 2023, will consider the risks of AI, including frontier systems, and discuss how they can be mitigated through internationally coordinated action. It will also provide a platform for countries to work together on further developing a shared approach to mitigate these risks. The work of the AI safety summit will build on recent discussions at the G7, OECD and Global Partnership on AI.

There is a set of guidance (Link 5) that advises on how to use data appropriately and responsibly when planning, implementing, and evaluating a new policy or service, as well as standards (Link 6) that cover the areas that departments should meet to ensure algorithmic transparency. The Office for Artificial Intelligence is responsible for overseeing implementation of the wider National AI Strategy. In addition, the Alan Turing Institute and similar bodies are researching how we might build and use AI in a more ethical, responsible manner. Government is committed to creating and using AI in a way that supports security, fairness, empowerment, transparency and accountability.

5G Rollout: In 2017, the Government set an ambition for the majority of the population to have access to 5G by 2027, and this has been met five years early, through deployment of basic “non-standalone” 5G. 5G is currently available from at least one operator outside 64% of premises across the UK. In the forthcoming Wireless Infrastructure Strategy, we will establish a new ambition for 5G.

Wireless Infrastructure Strategy (Link 7): Through the Strategy, we will set out a strategic framework for the development, deployment and adoption of 5G and future networks. It will articulate a clear vision for how advanced wireless infrastructure can become an integral part of the fabric of the UK's economy and society by 2030.

Link 1: <https://www.gov.uk/government/publications/national-ai-strategy>

Link 2: <https://www.gov.uk/government/publications/establishing-a-pro-innovation-approach-to-regulating-ai/establishing-a-pro-innovation-approach-to-regulating-ai-policy-statement>

Link 3: <https://www.gov.uk/government/publications/uk-science-and-technology-framework/the-uk-science-and-technology-framework#regulation-and-standards>

Link 4: <https://www.legislation.gov.uk/eur/2016/679/article/5>

Link 5: <https://www.gov.uk/government/publications/data-ethics-framework>

Link 6: <https://www.gov.uk/government/news/uk-government-publishes-pioneering-standard-for-algorithmic-transparency>

Link 7:

<https://www.gov.uk/government/publications/uk-wireless-infrastructure-strategy/uk-wireless-infrastructure-strategy>

19. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes **No**

If yes, please provide link and detail.

Yes - regulatory oversight for AI exists within The Office for Artificial Intelligence.

The Office for AI (Link 1) has forged a conduit to the wider AI ecosystem by establishing, and providing the Secretariat function for, the UK AI Council. This is an independent expert advisory group of 22 individuals from across AI industry, academia, and civil society who provide advice to the Office for AI and the whole of Government on how to ensure the UK remains at the forefront of responsible AI development and deployment.

Ethical management and use of algorithms by our public sector institutions is ensured through binding requirements (eg. laws/regulations) - Equality Act 2010 (Link 2) applies regardless of use of AI).

And through non-binding requirements (e.g. dedicated standards/guidelines) - Data Ethics Framework (Link 3). Both apply to all products and services within the UK government. The Equalities Act applies irregardless

of use and works in conjunction with the AI Ethics Framework.

The National AI Strategy (Link 4) represents the start of a step-change for AI in the UK, recognising the power of AI to increase resilience, productivity, growth and innovation across the private and public sectors.

Public bodies are in charge of providing oversight/ethical advice for AI in the public sector:

- Regulatory oversight for AI exists within The Office for Artificial Intelligence (Link 5).

- Ethical advice for AI exist within the 'Data ethics and AI guidance landscape' (Link 6) within this sits:

- Procedural guidance (e.g. guidelines, standards, codes of conduct, collective agreements)
- Technical guidance (e.g. toolkits, documentation, technical standards)
- Educational guidance (e.g. capacity awareness building, inclusive design guidance, educational materials and training programmes).
- Ethical oversight and monitoring (e.g. AI councils, data ethics bodies) and Reporting frameworks (e.g. algorithmic impact assessments) - can be referenced within the Data Ethics Framework (Link 7)

- Regulatory oversight, legal enforcement or compliance are covered within the Service Standard (Link 8) and Manual (Link 9)

<https://www.gov.uk/service-manual/agile-delivery/spend-controls-check-if-you-need-approval-to-spend-money-on-a-service>

On 7th June 2023, the Prime Minister announced the first major global summit on AI safety. The summit which will be hosted in the UK in autumn 2023, will consider the risks of AI, including frontier systems, and discuss how they can be mitigated through internationally coordinated action. It will also provide a platform for countries to work together on further developing a shared approach to mitigate these risks.

Link 1: <https://www.gov.uk/government/groups/ai-council>

Link 2: <https://www.gov.uk/guidance/equality-act-2010-guidance>

Link 3: <https://www.gov.uk/government/publications/data-ethics-framework>

Link 4: <https://www.gov.uk/government/publications/national-ai-strategy>

Link 5: <https://www.gov.uk/government/organisations/office-for-artificial-intelligence>

Link 6: <https://www.gov.uk/guidance/data-ethics-and-ai-guidance-landscape>

Link 7: <https://www.gov.uk/government/publications/data-ethics-framework/data-ethics-framework>

Link 8: <https://www.gov.uk/service-manual>

Link 9:

<https://www.gov.uk/service-manual/agile-delivery/spend-controls-check-if-you-need-approval-to-spend-money-on-a-service>

D. Strategy and Implementation

20. Is there a national e-government strategy or equivalent? *

Yes No

If yes, please provide link and detail.

Yes, [Transforming for a Digital Future](#) (Link 1) is the government's 2022 to 2025 roadmap for digital and data. It sets out a common cross-government vision for 2025 and a set of specific actions we will

collectively take to achieve it. It has been written collaboratively by the Central Digital and Data Office (CDDO) and central government departments.

The strategy sets out the government's plan for a transformed, more efficient digital government that provides better outcomes for everyone. It does this through a common, cross-government vision for 2025 and a set of specific actions we will take to achieve it.

Our vision for 2025 is to be a transformed, more efficient digital government that provides better outcomes for everyone.

To achieve this, the strategy includes six missions which address the biggest challenges we face. Each mission is sponsored by a Permanent Secretary. For each mission, it sets out a series of commitments which we will deliver collectively in order to reach our vision.

Mission One: Transformed Public Services that Achieve the Right Outcomes

Sponsored by Jo Farrar, Chief Executive of HM Prison & Probation Service and Second Permanent Secretary at the Ministry of Justice

1. By 2025, at least 50 of the government's top 75 identified services will move to a 'great' standard, against a consistent measure of service performance.
2. For key government priorities, the government will embed digital approaches and cross-functional teams into policy design and delivery.

Mission Two: One Login for government

Sponsored by Jim Harra, Permanent Secretary at HM Revenue and Customs

3. All departments will confirm an adoption strategy and roadmap for One Login for Government by April 2023 and their services will have begun onboarding by 2025.

Mission Three: Better Data to Power Decision Making

Sponsored by Professor Sir Ian Diamond, National Statistician and Chief Executive of the UK Statistics Authority

All departments:

4. Will work to make all 'critical' data assets available and in use across government through trusted APIs and platforms such as GDX and IDS.
5. Will have access to a Data Marketplace (including a Data Catalogue, standards and governance models) to rival best practice across public and private sectors.
6. Agree to co-develop and adopt a single data ownership model for 'critical' data assets.
7. Will ensure that 50% of 'high priority' data quality issues are resolved within the period defined by a cross-government framework.

Mission Four: Efficient, Secure and Sustainable Technology Sponsored by Laurence Lee, Second Permanent Secretary at the Ministry of Defence

8. All departments agree to promote a 'buy once, use many times' approach to technology, including

by making use of a common code, pattern and architecture repository for government.

9. All 'nationally important' systems will be resilience tested annually and will be hosted, or plans will be developed for them to be hosted, in appropriate environments aligned to the cross-government cloud and technology infrastructure strategy.

10. All 'red-rated' legacy systems identified through an agreed cross-government framework will have an agreed remediation plan in place.

11. All new services shall comply with the common approach to Secure By Design.

12. CDDO and departments will jointly create and agree to increase mobile access to government services through creation of a mobile app strategy.

13. Government will systematically identify and capture opportunities arising from emerging technologies, such as artificial intelligence, blockchain and quantum computing.

14. All departments will increase sustainability throughout the lifecycle of their technology and services.

Mission Five: Digital Skills at Scale

Sponsored by Matthew Rycroft, Permanent Secretary at the Home Office

15. Departments will strengthen their offer to existing and prospective talent by aligning role definitions to the DDaT capability framework, aligning to the DDaT Pay Framework as appropriate^[footnote 1] and embedding a government wide recruitment standard which reduces average time to hire to 30 days.

16. Over 90% of senior civil servants will be upskilled on digital and data essentials, with learning embedded into performance and development standards.

17. Over 90% of DDaT professionals will undertake DDaT related training at least once a year and will record their skills, to support the prioritisation of DDaT learning interventions and associated investment.

18. All departments will set an objective to reduce their digital and data vacancies to under 10% of total DDaT headcount.

19. All departments will have a roadmap and committed date for reflecting the diversity of the UK population across their DDaT workforce.

Mission Six: A System that Unlocks Digital Transformation

Sponsored by Cat Little, Director General Public Spending at HM Treasury

20. CDDO will work with HMT, Finance, Commercial and IPA to address systemic barriers to digital transformation including financial processes, business case and impact tracking challenges. CDDO will support departments to fully implement these.

21. All departments will, as a minimum, meet the definition of "good" for product-centric organisational structures and agile ways of working when self-assessed against the new Digital, Data

and Technology Functional Standard.

The UK Digital Strategy (Link 2) sets out a strategy to strengthen the United Kingdom's position as a Global Science and Tech Superpower under 6 key headings; digital foundations; ideas and intellectual property (IP); digital skills and talent; financing digital growth, the whole UK: spreading prosperity and levelling up; and enhancing the UK's place in the world.

The United Kingdom's devolved administrations each also have their own digital strategies also. The Scottish Digital Strategy "*A changing nation: how Scotland will thrive in a digital world*" (Link 3) and the Welsh Digital Strategy (link 4). The Northern Irish Assembly Research and Information Service also publishes a Digital Strategy (link 5)

Link 1: <https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data#about-the-governments-2022-25-roadmap-for-digital-and-data>

Link 2: <https://www.gov.uk/government/publications/uks-digital-strategy/uk-digital-strategy>

Link 3: <https://www.gov.scot/publications/a-changing-nation-how-scotland-will-thrive-in-a-digital-world/>

Link 4: <https://www.gov.wales/digital-strategy-overview>

Link 5: http://www.niassembly.gov.uk/globalassets/documents/raise/raise-digital-strategy-2023_final.pdf

21. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year

Other _____

22. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]

Yes No

Each individual government department is funded for both digital run and digital transformation activity. Additionally, both the Government Digital Service (GDS) and the Central Digital and Data Office (CDDO) are funded for cross-government activity to support digital transformation. These figures for total digital government expenditure are not collated or published, although we estimate these are approximately 28 billion. Figures for digital government transformational expenditure can be more precisely estimated, see below.

At Spending Review (SR) 21 approximately £8bn was allocated for digital, data and technology (DDaT) transformation activities across government. This was broadly split in the following ways:

- £4bn for Service Transformation
- £2.6bn for Legacy IT and Security
- £1bn for Data
- The rest split between Digital Identity, and Capability building

In addition the approximate combined budgets for GDS and the CDDO for this financial year are around £120 million which support cross-government activity for digital transformation.

The Office for Budget Responsibility estimates “In 2023-24, we expect departmental spending to total £517.8 billion”. (Link 1) Therefore, the UK digital transformation budget as a percentage of national government expenditure in the financial year 2023-24 is approximately 1.56% (£8.12 Billion divided by £517.8 in estimated national expenditure).

Link 1: <https://obr.uk/forecasts-in-depth/tax-by-tax-spend-by-spend/departmental-expenditure-limits/>

23. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail, including specific reference to an implementation roadmap.

Yes No

The UK does not have one national development strategy, the national digital strategy is aligned to national development goals and programs. The government has a set of ambitious priorities, from Net Zero, the plan to decarbonise our economy to net zero by 2050, to Levelling Up, the programme to spread opportunity more equally across the UK. These priorities and many others could be delivered more quickly and more effectively through wider use of digital and data, and the Transforming for a Digital Future strategy directly supports this improved delivery. Specifically the strategy supports:

- **Levelling up:** As we seek to deliver the government’s commitment to spread opportunities across the UK by Levelling Up, shifts to more digitally-enabled ways of working will help, enabling the Civil Service to work across locations and recruit more equally from across the UK, rather than concentrating jobs in London and the South East. A smarter, more efficient digital government will help grow Britain’s digital economy and attract the best and brightest talent from across the world and great, accessible, digital services will enable everyone across the UK to access the information and services they need, like starting a business.
- **Net Zero:** Leading digital governments offer better and more efficient digital services that help to create lower carbon footprints. We will harness these benefits, reducing the reliance on face-to-face services and cutting the use of paper across government. Step changes in our approach to building and buying technology can also reduce waste, allow us to operate more sustainably and enable development of sophisticated models that help predict and guide our responses to climate change.
- **Efficiency:** As we recover from the COVID-19 pandemic and Build Back Better, it’s more important than ever that government delivers savings for the taxpayer. Digital and data are central to building this more efficient government. We see this in organisations in the public and private sector which have become more productive after embracing digital transformation and in the digital services and modern technology they operate running more efficiently and at lower cost.

Additionally, through the strategy we have committed to, by 2025, bring at least 50 of the government’s top 75 identified services to a ‘great’ standard, against a consistent measure of service performance. Additionally, for key government priorities, the government will embed digital approaches and cross-functional teams into policy design and delivery.

The strategy also directly supports the 2021 Declaration on Government Reform, which outlines how the Civil Service and Ministers will reform government together to deliver better for citizens, and calls for government to keep pace in areas of growing importance, including digital and technology; invest in training to equip our people with the skills and knowledge they need to tackle the challenges of the future; support and encourage multidisciplinary teams.

24. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes No

Yes. Sustainability is a key goal of UK government strategy and digital roadmap. A number of actions have been taken to ensure that being sustainable is no longer seen as a nice to have but is necessary and vital in the delivery of government digital services. Key initiatives include:

- The National Data Strategy (Link 1) published June 2021, highlights the role of data in helping to meet our sustainability goals and also the need to increase our knowledge of the potential negative impacts of more unmanaged data.
- The Digital and Data Roadmap (Link 2) published in June 2022, includes a commitment as part of Mission 4 that all departments will increase sustainability throughout the lifecycle of their technology and services.
- The Procurement Policy Notice PPN06/21 (Link 3) sets out the need for government suppliers to provide carbon reduction plans as part of the procurement process.
- The Technology Code of Practice (Link 4) Point 12 on Sustainability, published November 2021, states that in order to meet point 12, department, agency and Non Departmental Public Bodies (NDPB) plans should include how they aim to increase the sustainability of their technology project or programme by meeting the outcomes defined in the Greening Government ICT and Digital Services Strategy.
- The Greening Government Commitments (Link 5), published October 2021, states departments should report on the adoption of the 'Greening Government: ICT and Digital Services Strategy' and associated targets and ensure they provide membership to the Sustainable Technology Advice and Reporting team, who manage and deliver the Greening Government Commitments ICT reporting.

In addition, due to the UK's level of digital maturity, some goals can more clearly be highlighted. Through the Transforming for a Digital Future strategy (Link 6), all departments have committed to increase sustainability throughout the lifecycle of their technology and services. This supports SDG Goal 13: Take urgent action to combat climate change and its impacts

Elsewhere the main relevant SDG related goal is "Goal 9: Industry, Innovation and Infrastructure", ensuring that everyone has access (Link 7)

The GOV.UK Service Manual (Link 8) which all United Kingdom digital services since 2014 have had to meet, includes Standard 5: Make sure everyone can use the service

"Provide a service that everyone can use, including disabled people and people with other legally protected characteristics. And people who do not have access to the internet or lack the skills or confidence to use it."

This is backed up by specific criteria at each level of service delivery.

Link 1: <https://www.gov.uk/guidance/national-data-strategy>

Link 2: <https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data>

Link 3: <https://www.gov.uk/government/publications/procurement-policy-note-0621-taking-account-of-carbon-reduction-plans-in-the-procurement-of-major-government-contracts>

Link 4:

<https://www.gov.uk/guidance/the-technology-code-of-practice>

Link 5: <https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025>

Link 6: <https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data>

Link 7: <https://www.gov.uk/government/publications/agenda-2030-delivering-the-global-goals>

Link 8: <https://www.gov.uk/service-manual/service-standard/point-5-make-sure-everyone-can-use-the-service>

25. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

Yes No

The Transforming for a digital future: 2022 to 2025 roadmap for digital and data (Link 1) Roadmap is for central government departments and does not directly apply to local government or the devolved administrations. However, CDDO and the Department of Levelling Up, Housing and Communities are jointly engaging local government to help create alignment with these plans by supporting reform of local services and, where appropriate, encouraging join up with central government services. CDDO is also working closely with the devolved administrations to ensure there is close alignment between the government roadmap and their existing plans.

Link 1: <https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data>

26. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

Yes No

Yes, through the strategy, government has committed to move - by 2025 - at least 50 of the government's top 75 identified services to a 'great' standard, against a consistent measure of service performance. Through doing this the government will ensure services are more intuitive and accessible, that they deliver improved outcomes, that they reduce reliance on paper processes and that they reduce failure demand.

Through the strategy, all departments have committed by 2025 to have a roadmap and committed date for reflecting the diversity of the UK population across their DDaT workforce.

27. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

Yes No

Yes, mission 3 of the 2022 to 2025 roadmap for digital and data (Link 1) includes this.

"Mission Three: Better Data to Power Decision Making"

"All departments:

4. Will work to make all 'critical' data assets available and in use across government through trusted APIs and platforms such as GDX and IDS.

5. Will have access to a Data Marketplace (including a Data Catalogue, standards and governance models) to rival best practice across public and private sectors.

6. Agree to co-develop and adopt a single data ownership model for 'critical' data assets.

7. Will ensure that 50% of 'high priority' data quality issues are resolved within the period defined by a cross-government framework."

The United Kingdom also has a National Data Strategy (Link 2), the first framework for this has been published.

Link 1: <https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data#what-will-it-take>

Link 2: <https://www.gov.uk/guidance/national-data-strategy>

28. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes No

Yes, the UK Digital Strategy and Roadmap for Digital and Data 2022 to 2025 (Links 1 & 2) reference the UK government's 'Digital Identity' project which aims to create 'one login' for all of government. Mission 2 of the Roadmap for Digital and Data 2022 to 2025 highlights "All departments will confirm an adoption strategy and roadmap for One Login for Government by April 2023 and their services will have begun onboarding by 2025."

These blog posts also outline what the One Login project is (Links 3 & 4)

Link 1: <https://www.gov.uk/government/publications/uks-digital-strategy/uk-digital-strategy>

Link 2: <https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data>

Link 3: <https://gds.blog.gov.uk/2021/12/01/one-login-for-government-december-2021-update/>

Link 4: <https://gds.blog.gov.uk/2022/08/24/an-update-on-one-login-for-government/>

29. Does the national e-government strategy make specific reference to digital-by-design/digital-first¹ principle or similar? Please provide link and detail.

Yes No

The United Kingdom does not specifically reference 'digital-by-design' but digital transformation of government is central to the UK's strategy. In practical terms, all UK services do follow a digital by design framework.

In the past it was explicit in the UK government's strategy that all services should be digital by default. See Government Digital Strategy 2012 (Link 1). This is no longer used because the term is generally outdated, due to the UK's digital maturity.

The 2022 UK Digital Strategy (Link 2) highlighted within 'digital skills and talent' that digital exclusion is a factor considered by the strategy and some parts of the United Kingdom have over 10% of the

¹ To provide link or description

population who are “internet non-users”.

Link 1:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/296336/Government_Digital_Strategy_-_November_2012.pdf

Link 2:<https://www.gov.uk/government/publications/uks-digital-strategy/uk-digital-strategy>

30. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? Please provide link and detail.

Yes No

Yes. In the UK’s Transforming for a Digital Future Roadmap (Link 1). The mission section includes: *“Mission Three: Better Data to Power Decision Making”*

This includes four sub-missions which cover data-sharing and the single-source-of-truth principle for government data.

“4. Will work to make all ‘critical’ data assets available and in use across government through trusted APIs and platforms such as GDX and IDS.

5. Will have access to a Data Marketplace (including a Data Catalogue, standards and governance models) to rival best practice across public and private sectors.

6. Agree to co-develop and adopt a single data ownership model for ‘critical’ data assets.

7. Will ensure that 50% of ‘high priority’ data quality issues are resolved within the period defined by a cross-government framework.”

The GOV.UK guidance on moving to modern network solutions (Link 2) also references having one single source of truth.

Link 1: <https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data>

Link 2: <https://www.gov.uk/guidance/moving-away-from-legacy-networks>

31. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]

Yes No

Yes, the 2022 to 2025 roadmap for digital and data (Link 1) commits to agile methods of delivery as defined in the new Digital, Data and Technology Functional Standard. This includes the life-cycle approach to digital services. The Service Manual (Link 2) shows this under the heading “phases of an agile project”. The 5 overarching phases are discovery, alpha, beta, live and retirement. In some cases these phases are broken down further, such as the private beta and public beta phase.

All departments will, as a minimum, meet the definition of “good” for product-centric organisational structures and agile ways of working when self-assessed against the new Digital, Data and Technology Functional Standard.

Link 1: <https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data#what-will-it-take>
Link 2: <https://www.gov.uk/service-manual/agile-delivery>

32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design² or similar? Please provide link and detail. [NEW]

Yes No

Yes, the 2022 to 2025 roadmap for digital and data (Link 1) commits to agile methods of delivery as defined in the new Digital, Data and Technology Service Standard, which include inclusion:

All new digital services must meet this standard (Link 2) and it includes inclusion-by-default. Including Standards 1 and 5:

Standard 1: Understand users and their needs

“Develop a deep understanding of users and the problem you’re trying to solve for them.”

Standard 5: Make sure everyone can use the service

“Provide a service that everyone can use, including disabled people and people with other legally protected characteristics. And people who do not have access to the internet or lack the skills or confidence to use it.”

These standards each have specific requirements and criteria.

Link 1: <https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data#what-will-it-take>

Link 2: <https://www.gov.uk/service-manual/service-standard>

33. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes No

If yes, please provide link and detail.

Yes, the United Kingdom digital strategy does reference digital maturity targets for public services. There is no specific target for digitising a specific number of digital services because, due to the United Kingdom’s digital maturity, it’s implicit all government services should be available digitally and to everyone. Targets are based around the standard of digital maturity that digital government services have, rather than just being digitised.

Transforming for a Digital Future (Link 1) commits government to, by 2025, move at least 50 of the government’s top 75 identified services to a ‘great’ standard, against a consistent measure of service performance. This will include reduced reliance on paper processes and reducing failure demand.

Services have been chosen based on importance, frequency of use, and volume of users

The UK Digital Strategy (Link 2) does not reference a specific goal for digitising a specific percentage of

² To provide link or description

public services. However 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.

Link 1: <https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data>

Link 2: <https://www.gov.uk/government/publications/uks-digital-strategy/uk-digital-strategy>

34. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), anticipatory, proactive services? Please provide link and detail.;

In addition to the digital strategy, the United Kingdom also has 'Integrate and adapt technology' guidance. <https://www.gov.uk/guidance/integrate-and-adapt-technology>

Artificial intelligence (AI); link/detail:

<https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data#what-will-it-take>

Mission Four: Efficient, Secure and Sustainable Technology

13. Government will systematically identify and capture opportunities arising from emerging technologies, such as artificial intelligence, blockchain and quantum computing.

Robotics; link/detail:

The UK Digital Strategy or digital and data Roadmap does not call out Robotics specifically.

However the 2021 109 page "Robotics and autonomous systems: the economic impact across UK sectors, 2021" paper from the Department for Business, Energy & Industrial Strategy covers robotics impact in the UK economy.

<https://www.gov.uk/government/publications/robotics-and-autonomous-systems-the-economic-impact-across-uk-sectors-2021>

Blockchains; link/detail: <https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data#what-will-it-take>

Mission Four: Efficient, Secure and Sustainable Technology

13. Government will systematically identify and capture opportunities arising from emerging technologies, such as artificial intelligence, blockchain and quantum computing.

5G; link/detail:

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

Heading: World-class and secure digital infrastructure

Beyond 4G, our ambition is that the majority of the population will have access to a 5G signal by 2027. Department for Science, Innovation and Technology has invested almost £200 million in UK telecoms innovation through the 5G Testbeds and Trials programme (5GTT), helping to establish our global leadership in this area, and supporting industry, academic institutions, and local authorities to realise the benefits of 5G. We are also investing £250 million in R&D to deliver a diverse 5G supply chain, to ensure the security and resilience of our networks and deliver the government's 5G Diversification Strategy.

Heading: Security of our tech sector

The government has since announced advice that telecoms operators should remove Huawei equipment from public 5G networks by 2027, and has consulted on proposals to give that advice legal effect using the powers in the Telecommunications Act.

See also: <https://www.gov.uk/government/publications/5g-supply-chain-diversification-strategy>

Internet of Things (IoT); link/detail:

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

Heading: Supporting the UK's businesses through digital adoption

The scheme currently offers financial discounts on Customer Relationship Management (CRM) and digital accounting software. E-commerce will be added shortly. This is just the start of the new scheme; over time it will expand, and we are exploring new discounted products that will help SMEs to grow, including new software to help businesses maximise their sales online. Over the next 3 years, Help to Grow: Digital will support up to 100,000 businesses.

Beyond CRM, accounting and ecommerce software, the 2017 Made Smarter Review identified the opportunities for UK manufacturing from industrial digital technology (IDT), including AI, Digital Twins, and Industrial Internet of Things (IIoT). The review found that IDT can increase manufacturing productivity, add £455 billion GVA, reduce CO2 emissions by 4.5% and create 175,000 new jobs over a decade.

Invisible/anticipatory/proactive/seamless services³ [NEW]:

<https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data#what-will-it-take>

Foreword:

Our ambition is to go beyond these pockets of brilliant practice. We must deliver policy that has a real impact on people's lives - not just in a crisis, but every day and for everyone. When people order their groceries, book a holiday or check their bank accounts, they expect and receive a seamless and easy experience. The same should be true of government services.

³ To explain

Others; link/detail: _____

35. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

Yes No

No, not explicitly, but we contribute to many multilateral working groups and incorporate the broader lessons learned from them.

36. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

Yes No

Yes, the Government uses a variety. Government Office for Science (GO-Science) Foresight and Futures Team is the UK Government's central team that supports strategic long-term thinking across government, to ensure policy is resilient to future challenges and opportunities (Link 1). They also chair the cross-government Heads of Horizon Scanning network.

GO-Science publishes the Guide to futures thinking and foresight, the Futures Toolkit, as well as all their past foresight projects. They also offer training, advice and take direct enquiries from other government teams (Links 2 and 3).

There are several other teams within government as well as external organisations that work specifically on horizon scanning:

Development, Concepts and Doctrine Centre (DCDC): responsible for the Global Strategic Trends publication which describes a strategic context over the next 30 years for those in wider government who are involved in developing long term plans, strategies, policies and capabilities. They also conduct strategic analysis on a range of topics (Links 4, 5, 6). Regulatory Horizon's Council is an independent expert committee overseen by BEIS. It identifies implications of technological innovation, and provides government with impartial, expert advice on regulatory reform required to support its rapid and safe introduction. In 2019 the RHC conducted primary horizon scanning which was explicitly international and global in scope – drawing on English language search alerts for various terms (Links 7 and 8) The Centre for Data Ethics and Innovation (CDEI) is an independent advisory body tasked by the UK Government to advise on how we maximise benefits of these technologies (Link 9).

The UK Government's Office for Artificial Intelligence drives responsible and innovative uptake of AI technologies for the benefit of everyone in the UK (Link 10). The UK Government's Centre for Connected and Autonomous Vehicles brings together world-class expertise from across the public, private and academic sectors (Link 11). The UK government Catapult Network supports businesses in the UK to transform great ideas into valuable products and services, and can provide insight into emerging technologies (Link 12)

In general the government takes a user-centred design approach to think about how digital government can be improved in the UK. This includes design, user research and data to figure out what the most pressing issues are in government. It also involves taking agile approaches, such as discoveries and prototyping to determine what a viable course of action might be (Links 13-15)

Link 1: <https://www.gov.uk/government/groups/futures-and-foresight>

Link 2: <https://www.gov.uk/government/publications/futures-thinking-and-foresight-a-brief-guide>

Link 3: <https://www.gov.uk/government/publications/futures-toolkit-for-policy-makers-and-analysts>
 Link 4: <https://www.gov.uk/government/groups/development-concepts-and-doctrine-centre> Link 1:
 Link 5: <https://www.gov.uk/government/publications/global-strategic-trends>
 Link 6: <https://www.gov.uk/government/publications/a-changing-climate-exploring-the-implications-of-climate-change-for-uk-defence-and-security>
 Link 7: <https://www.gov.uk/government/groups/regulatory-horizons-council-rhc>
 Link 8: <https://www.gov.uk/government/groups/regulatory-horizons-council-rhc#reports>
 Link 9: <https://www.gov.uk/government/organisations/centre-for-data-ethics-and-innovation>
 Link 10: <https://www.gov.uk/government/organisations/office-for-artificial-intelligence>
 Link 11: <https://www.gov.uk/government/organisations/centre-for-connected-and-autonomous-vehicles>
 Link 12: <https://www.gov.uk/government/publications/catapult-network-review-2021-how-the-uks-catapults-can-strengthen-research-and-development-capacity>
 Link 13: <https://www.gov.uk/service-manual/design/user-centred-design-training-and-events>
 Link 14: <https://design-system.service.gov.uk/get-started/prototyping/>
 Link 15: <https://www.gov.uk/service-manual/design/making-prototypes>

37. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Yes No

The UK does engage in a variety of policy experimentation frameworks, which often include digital technologies.

The main policy experimentation framework in the UK is the 'Policy Lab' (Link 1). Its mission is to "radically improve policy making through design, innovation and people-centred approaches."

It brings multidisciplinary expertise to help teams understand the present, imagine the future and design ways to achieve the policy impact they intend through experimentation. Set up in 2014 as part of the Civil Service Reform plan to make policy making more open and continue to work in support of government reform to create A Modern Civil Service. Many digital examples of it's work are covered in it's blog. (Link 2)

A recent example of policy experimentation from the Chief Digital and Data Office (CDDO) is covered by this blog post (Link 3). This covers last year's Civil Service Data Challenge Final.

"All four final pitches were compelling and choosing one winner was a difficult job. Project Heyrick narrowly beat the other proposals: using online gaming technology to conduct policy experiments in virtual worlds, connecting datasets across government to improve levels of compliance for child maintenance payments, and the implementation of AI and automation to improve digital mail services for government departments.

The commitment and passion of all the finalists was evident in all of the pitches, and I look forward to seeing them all progress.

Sue Bateman, Interim Chief Data Officer, CDDO, and CS Data Challenge judge"

Link 1: <https://openpolicy.blog.gov.uk/about/>

Link 2: <https://openpolicy.blog.gov.uk/>

Link 3: <https://cddo.blog.gov.uk/2023/04/21/combating-modern-slavery-through-artificial-intelligence/>

38. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? Please provide link and/or details [NEW]

Yes No

This roadmap (Link 1, Link 2) has been developed by the Digital and Data Board, a forum of Permanent Secretaries. The Digital and Data Board (a forum of Permanent Secretaries, the most senior senior role in the United Kingdom's secret service) provides overall governance for the strategy, and reviews and reports on progress every 6 months, as well as monitoring efficiency savings.

Each mission within the strategy is led by a Permanent Secretary level sponsor and is governed through a dedicated steering group of senior civil servants, including Chief Digital Information Officers, Chief Technology Officers, and Chief Data Officers.

Each cross-government commitment is translated into quantifiable, department-level targets against which progress is measured. Quarterly Business Reviews, chaired by CDDO and HM Treasury, are conducted to understand progress and blockers against targets, using departmental data to track key performance indicators and maturity indicators, including progress against efficiency savings.

CDDO's spend controls function (link 3) which through delegated authority from HM Treasury approves and assures digital spend in departments, works with departments and HM Treasury to align criteria for spend approval to the roadmap. This helps ensure that any newly-approved spend will support delivery of both the strategy missions and departmental priorities. Last year, the savings value of c£370m was recorded and validated across government departments, based on these controls.

Link 1: <https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data#how-will-we-track-progress>

Link 2: <https://www.gov.uk/government/publications/uks-digital-strategy/uk-digital-strategy>

Link 3: <https://www.gov.uk/guidance/digital-and-technology-spend-controls-version-5>

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

39. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?*

Yes No

If yes, please provide link and detail.

Yes - there are standards that all government sites and apps must comply to ensuring digital inclusion and are based on the following regulations:

1. Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 (Link 1) sets out that your website or mobile app must be accessible by making it 'perceivable, operable, understandable and robust'. It is a requirement to include and update an accessibility statement on all

government sites and apps.

2. The accessibility regulations build on all existing obligations to people who have a disability under the Equality Act 2010 (Link 2) (or the Disability Discrimination Act 1995 in Northern Ireland). Accessibility regulations cover public sector mobile apps developed for use by the public. These regulations cover areas such as the public sector body using bespoke app choices of functionality, or branding.

Mobile apps for specific defined groups like employees or students are not covered by the regulations. Websites or mobile apps meet the newer legal requirements if they:

- Meet the international WCAG 2.1 AA accessibility standard - although there may be valid legal reasons for not meeting accessibility standards (Links 3 - 4)
- Publish an accessibility statement that explains how accessible your website or mobile app is.

Guidance has been produced to support service teams in complying with these regulations and to check how well public sector bodies are meeting the requirements (Link 5). The Government Digital Service (GDS) is monitoring a sample of public sector websites and mobile apps.

The Service Manual is a set of guidance and standards to help service teams develop, build and maintain digital services that will meet the Service Standard and be allowed to live on GOV.UK. The Service Manual includes a section on service accessibility and assisted digital, which provides guidance on how to help and encourage as many people as possible to use a service. It includes information on: meeting accessibility requirements (such as WCAG 2.1), providing assisted digital support and managing user support (Link 6).

The Digital Inclusion Evaluation Toolkit is a collection of resources designed to help any organisation looking to assess the impact of a digital inclusion project. The toolkit aims to enable teams to provide evidence on how successful a project has been at implementing change, as well as show where a project could be improved or iterated to increase its impact (Link 7).

In February 2021, the UK Government launched a £2.5 million Digital Lifeline Fund (Link 8) to reduce the digital exclusion of people with learning disabilities. The fund provided free devices, data and digital support to over 5,000 people with learning disabilities who can't afford to get online. The aim of the programme was to use digital inclusion to reduce the disproportionate negative effects of COVID-19 on people with learning disabilities, such as loneliness and lack of contact with support networks.

As set out in the 2014 Digital Inclusion Strategy, (Link 9) the Department for Science, Innovation and Technology approaches digital inclusion along four pillars, all of which must be met continuously in order for a person to be digitally included: access to internet-enabled devices; the essential skills to use them; the trust in the safety of the online space; and the motivation to get online in the first place.

Examples of HMG's initiatives against these barriers include:

- Access
 - £5 billion Project Gigabit investment to increase gigabit coverage to 85% nationwide
 - Low-cost broadband services to benefit claimants through social tariff schemes
 - Alternative access points to the internet at public libraries
- Skills
 - Essential Digital Skills qualifications via DfE's Digital Entitlement

- Supporting claimants by developing their digital skills via DWP's Claimant Commitment
- Digital Skills Bootcamps with a guaranteed job interview at completion
- Safety
 - Mitigating online harms via the Online Safety Bill
 - Increasing trust in online advertising via the Online Advertising Programme

GOV.UK, the UK government's official website, complies with the Equality Act 2010 by providing accessible content and services. In line with the GOV.UK Service Manual, GOV.UK aims to provide a service that everyone can use, including disabled people and people with other legally protected characteristics and people who do not have access to the internet or lack the skills or confidence to use it. It does this by:

- Regularly assessing its content against the Web Content Accessibility Guidelines (WCAG): GOV.UK aims to meet the WCAG 2.1 AA standard and regularly assesses its content against the guidelines and makes necessary improvements.
- Providing an Accessibility Statement that outlines its commitment to accessibility and provides information on how users with disabilities can access its content and services. The Accessibility Statement also highlights areas where accessibility improvements are being made and provides a feedback mechanism for users.
- Conducting regular user testing with people of different abilities, including those with disabilities. This helps identify any accessibility barriers and guides the design and development of the website to address those issues. User feedback is actively sought and considered in the ongoing improvement of the website's accessibility.
- Being compatible with common assistive technologies such as screen readers, magnifiers, and voice recognition software. By following best practices in web design and development, GOV.UK aims to provide a seamless experience for users relying on these assistive technologies.
- Using plain Language and Clear Design: The content on GOV.UK is written in plain language, making it easier to understand for a wider range of users. The website also follows a clear and consistent design to enhance usability and readability.

Improving accessibility is a continuous process based on user feedback and evolving standards. The GOV.UK strategy (Link 10) will further support people who have limited access to government services online. The strategy aims to:

- grow GOV.UK to reach people when and where they need government information;
- make GOV.UK more proactive in helping people; and
- evolve to match user expectations for new technologies.

In 2020/24 GOV.UK will expand its channels, content, and interaction methods to reach underserved groups, for example those who are socially excluded or have lower incomes. This will include developing a GOV.UK app and exploring whether emerging technologies can help users find information more easily.

Motivation

This element of digital exclusion is difficult for central government to address. We ensure that where possible, we embed digital skills training in users' communities, where their specific needs are best addressed. By legislating the Online Safety Bill and other initiatives, we are also working to make the digital environment as safe and trustworthy as possible, so that everyone feels comfortable online. We use various data sources (including those produced by government but also by industry) to explore the UK's digital divide, as there is no single source that covers all aspects of digital inclusion. Small sample sizes in some cases mean that it is not always possible to achieve the level of granularity we would like, both in terms of the characteristics of different groups and for small groups of the population.

We use multiple sources to measure the progress of digital inclusion against the four pillars set out above:

- Lloyds' Bank Essential Digital Skills data (Link 11) measures progress against all four digital inclusion pillars. Whilst it isn't measured by UKG directly, Lloyds provide this data based on the Essential Digital Skills Framework (Link 12).
- Ofcom - measurement of broadband speed (Link 13)
- Ofcom - measurement of affordability of communication services, including social tariff uptake (Link 14)
- Ofcom - measurement of media literacy (Link 15)
- ONS - measurement of internet use (Link 16)
- DfE - measurement of Digital Entitlement Uptake (Link 17)
- Ad-hoc evaluations of Department for Science, Innovation and Technology funded programmes - e.g. Digital Lifeline (Link 18)
- Progress of various Open Government Data initiatives is monitored via internal policy mapping

Link 1: <https://www.legislation.gov.uk/uksi/2018/852/contents/made>

Link 2: <https://www.legislation.gov.uk/ukpga/2010/15/contents>

Link 3: <https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps>

Link 4: <https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps#exemptions>

Link 5: <https://accessibility.campaign.gov.uk/>

Link 6: <https://www.gov.uk/service-manual>

Link 7: <https://www.gov.uk/government/publications/digital-inclusion-evaluation-toolkit>

Link 8: <https://www.gov.uk/government/publications/digital-lifeline-a-qualitative-evaluation/digital-lifeline-a-qualitative-evaluation>

Link 9: <https://www.gov.uk/government/publications/government-digital-inclusion-strategy/government-digital-inclusion-strategy>

Link 10: <https://gds.blog.gov.uk/2023/06/06/putting-growth-at-the-heart-of-gov-uks-strategy/>

Link 11: <https://www.lloydsbank.com/banking-with-us/whats-happening/consumer-digital-index/essential-digital-skills.html>

Link 12:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/738922/Essential_digital_skills_framework.pdf

Link 13: <https://www.ofcom.org.uk/research-and-data/telecoms-research/broadband-research/broadband-speeds/uk-home-broadband-performance-measurement-period-sept-22>

Link 14: <https://www.ofcom.org.uk/research-and-data/multi-sector-research/affordability-of-communications-services>

Link 15: <https://www.ofcom.org.uk/research-and-data/media-literacy-research/adults/adults-media->

[use-and-attitudes](#)

Link 16:

<https://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/2020>

Link 17: <https://explore-education-statistics.service.gov.uk/find-statistics/further-education-and-skills/2021-22>

Link 18: <https://www.gov.uk/government/publications/digital-lifeline-a-qualitative-evaluation>

40. Is there a national e-participation policy/strategy or similar? *

Yes **No**

If yes, please provide link and detail.

The UK Parliament petitions website (e-petitions) allows members of the public to create and support petitions for consideration by the government. If a petition gets 100,000 signatures it will be considered for debate in parliament (Link 1).

Services going live on GOV.UK must have undergone user research to prove that the service is meeting an evidenced user needs. There is a sign up panel hosted on GOV.UK to enable all Government departments to recruit user research participants to provide feedback and insight into the design of their services and content (Link 2).

CitizenSpace was created as a result of a public-private-partnership between Delib and the Central Information Office (now closed) as a reusable tool that can be integrated across the government's digital estate to enable consultations, engagement activities, surveys and response forms (Link 3). The tool has been used by hundreds of government organisations around the world, for example NHS England has adopted the tool for its survey and consultation hub (Link 4).

As the single source of government information and services, GOV.UK plays a key role in supporting interactions between citizens and government. As noted in the response to question 2, in April 2020, GDS established the gov.uk/ask service, which allowed members of the public to submit questions to Ministers and other senior figures at the daily COVID-19 press conferences. During the time the service was active, over 700,000 questions were submitted.

In the future, GDS will be looking to expand this role via the use of notifications, in-App messaging and experiments with large language models to further increase participation between members of the public and government.

Link 1: <https://www.gov.uk/government/publications/essential-digital-skills-framework>

Link 2: <https://petition.parliament.uk/>

Link 3: <https://signup.take-part-in-research.service.gov.uk/home>

Link 4: <https://nhs-digital.citizenspace.com/>

41. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and/or other vulnerable groups? *

Yes No

If yes, please provide link and detail.

The Government Service Manual is a set of guidance and tools to help service teams across government create and run excellent public services that meet the Service Standard (Link 1 and 2).

Guidance on accessibility and assisted digital are built into the Service Manual, which provides information on how teams can make sure their services meet accessibility regulations and provide assisted digital support to users who are unable to access the service online (Link 3). The Service Manual also gives information on how to carry out user research for a service (Link 4). This covers how to learn about users and their needs, as well as looking at how to recruit a diverse set of user research participants, including those who:

- are disabled or use assistive technologies;
- have limited digital skills or poor literacy; or
- may need help to use a service.

In March 2021 the UK Government (led by the Office of National Statistics) ran the decennial census. This edition of the survey had a strong focus on user research and service design, with mobile-first consideration as a priority. There was an aim to build the digital participation with the census from 16% (% of participants who accessed the census online in 2011) to 75% (targets were chosen to align with GOV.UK statistics). The 2021 exceeded targets with 89% digital participants (Link 5).

The census was designed to be accessible to users with a variety of accessibility needs and abilities. Each page had one question along with context and prompts, as well as a long timeout rate. This ensures users didn't have too heavy of a cognitive load when navigating the survey. To support an increased participation in the online survey, the census team made face to face visits to people's homes across the country to ensure people had received their access code, or help to resend the code if necessary.

To support people from marginalised groups and users with protected characteristics, private responses (separate from the rest of the household) were created to allow individuals to participate in the census without sharing their personal information. This has led to improved datasets on relationships within households (Link 6).

The Census Coverage Survey is a supplementary survey that asks similar questions to the census but to a select focus group of postcodes in the UK. This survey is run to ensure that no one has been missed out from the census due to geographic location (Link 7).

The Census Quality Survey is another smaller survey that asks similar questions to the census to a small group of users to check for biases in wording, this is to ensure that the census can gather the most accurate data possible (Link 8).

Specific measures to ensure meaningful connectivity/access to e-government services:

- a. Digital Literacy
 - Digital Entitlement: The Digital Entitlement allows for adults with no or low digital skills (below level 1) to study for new Essential Digital Skills Qualifications (EDSQs) for free.
- b. Affordability of Internet Access
 - Social tariffs: Social tariffs offer low cost, high-quality connectivity services for those on Universal Credit as well as other means-tested benefits. Social Tariffs are currently available in 99% of the UK from providers including BT, Virgin Media, EE, Sky, Now Broadband, KCom, Hyperoptic, GNetworks, Voxi and Vodafone. More than 75% of households can switch to a social tariff with their existing provider. The Department

for Science, Innovation and Technology continues to work with operators to encourage those who have yet to bring an offer into the market to do so.

- c. Speed of the Internet
 - Project Gigabit: The Government is committed to delivering nationwide gigabit connectivity as soon as possible. Today, 72% of premises can access gigabit-capable networks, up from just one in ten in November 2019. By 2025, the Government is targeting a minimum of 85% gigabit-capable coverage.
 - As a result of the government's competition friendly policies, there is now a thriving market of over 80 providers investing nearly £20bn rolling out gigabit broadband all over the UK.
 - The Government is investing £5bn as part of Project Gigabit to ensure the hardest-to-reach areas in the UK receive coverage.
 - 5G Rollout: In 2017, the Government set an ambition for the majority of the population to have access to 5G by 2027, and this has been met five years early, through deployment of basic "non-standalone" 5G. 5G is currently available from at least one operator outside 64% of premises across the UK. In the forthcoming Wireless Infrastructure Strategy, we will establish a new ambition for 5G.
 - Wireless Infrastructure Strategy: Through the Strategy, we will set out a strategic framework for the development, deployment and adoption of 5G and future networks. It will articulate a clear vision for how advanced wireless infrastructure can become an integral part of the fabric of the UK's economy and society by 2030. The Strategy was published in April 2023 (Link 9).

- d. Pertinence of Content / services for specific groups
 - Public libraries: For those unable or unwilling to own a device with internet access, public libraries play an important role in supporting digital inclusion. Around 2,900 public libraries in England provide a trusted network of accessible locations with staff, volunteers, free Department for Science, Innovation and Technology-funded wifi, Public PCs, and assisted digital access to a wide range of digital services.
 - Public sector website accessibility: For disabled people, poor design of apps or websites - which does not take disabled users into account - is a significant barrier to online access. The Government Digital Service (GDS) monitors compliance with the regulations for the accessibility of public sector websites.
 - All public sector websites and mobile apps need to be accessible to WCAG 2.1 level AA
 - Sites must publish a statement to show that accessibility has been audited
 - Users need an easy way to complain about a site's accessibility
 - Regulations: There are a number of regulations that set out how organisations and governments can encourage digital inclusion. Under the Equality Act 2010 which legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. Subsequent updates in 2018 introduced two new grounds of discrimination, a socio-economic ground and a mental health ground.
 - Pandemic response & people with disabilities: In February 2021, the Department for Science, Innovation and Technology in partnership with Good Things Foundation launched the £2.5 million Digital Lifeline Fund. The Fund aimed to reduce the digital exclusion of people with learning disabilities by providing free devices, data and digital support to over 5,000 people with learning disabilities who can't afford to get online.

- Supporting the third sector: There is widespread recognition that the size of the challenge means that the Government cannot tackle the digital divide on its own. The involvement of the third sector is crucial, and was highlighted in the 2014 Digital Inclusion Strategy (Link 10). As a result, we work closely with our third sector partners, acting as convenors to link them with relevant departments, and relying on their expertise and delivery experience, most recently with the Digital Lifeline (see above).
- Inclusive digital identity: the Department for Science, Innovation and Technology (DSIT) is supporting the development of an inclusive digital identity market by setting standards and working with industry and civil society to create accessible digital identity solutions. The Trust Framework beta outlines how to improve inclusion and encourages companies to adopt practices such as choosing technologies which have been tested with users from a variety of demographics. As digital identities are an emerging technology, people may not be fully aware of the privacy and security benefits. Therefore, DSIT is taking steps to increase understanding amongst potential users. Digital identity products will not be mandatory for those who do not wish to use them.
- Improving access to government services through single sign-on: Through the GOV.UK One Login programme, the Government Digital Service (GDS) is building a single sign-on and identity checking system that will make it easier for more people to access government services online.

Our policies are designed to be inclusive, and target all demographic groups. For example, digital upskilling is available to all adults with no essential digital skills, while public libraries provide alternative internet access points to the whole population. The plans and policies target vulnerable and disadvantaged groups. Digital exclusion affects some of the most vulnerable and disadvantaged groups in society, this includes those with disabilities.

Link 1: <https://www.gov.uk/service-manual>

Link 2: <https://www.gov.uk/service-manual/service-standard>

Link 3: <https://www.gov.uk/service-manual/helping-people-to-use-your-service>

Link 4: <https://www.gov.uk/service-manual/user-research>

Link 5:

<https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/articles/deliveringthecensus2021digitalservice/2021-10-04>

Link 6:

<https://www.ons.gov.uk/census/censustransformationprogramme/questiondevelopment/census2021paperquestionnaires>

Link 7:

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/methodologies/coverageestimationforcensus2021inenglandandwales>

Link 8:

<https://www.ons.gov.uk/surveys/informationforhouseholdsandindividuals/householdandindividualsurveys/censusqualitysurvey>

Link 9: <https://www.gov.uk/government/publications/uk-wireless-infrastructure-strategy/uk-wireless-infrastructure-strategy>

Link 10: <https://www.gov.uk/government/publications/government-digital-inclusion-strategy/government-digital-inclusion-strategy>

Link 11: <https://www.sign-in.service.gov.uk/>

42. Does the Government provide any specific e-service(s) for women and/or other vulnerable groups?

Yes **No**

If yes, please provide link and detail.

Yes - the Government does provide specific e-services for women and other vulnerable groups.

As detailed in the 'Transforming for a digital future: 2022 to 2025 roadmap for digital and data' (Link 1) The Central Digital and Data Office (CDDO) is working with partners across government to transform the critical services which are frequently used by citizens, businesses and civil servants. By 2025, these prioritised services will have great user experience and efficient processes that reduce their cost to run.

The list has been developed collaboratively by digital leaders across government, including the Permanent Secretary-level Digital and Data Board, focussing on high priority services for citizens and government. Services have been chosen based on importance, frequency of use, and volume of users. Examples of critical e-services provided to women and vulnerable groups include:

- Apply for Personal Independence Payment (Link 2) - Personal Independence Payment (PIP) helps with extra living costs if the applicant has both:
 - a long-term physical or mental health condition or disability
 - difficulty doing certain everyday tasks or getting around because of your condition
- Claim Carer's Allowance (Link 3) - Carers can apply to get £76.75 a week if they care for someone at least 35 hours a week and they receive certain benefits.
- Claim Disability Living Allowance For A Child (Link 4) - Disability Living Allowance (DLA) for children may help with the extra costs of looking after a child who:
 - is under 16
 - has difficulties walking or needs much more looking after than a child of the same age who does not have a disability
- Claim Attendance Allowance (Link 5) - Attendance Allowance helps with extra costs if you have a disability severe enough that you need someone to help look after you.

Other examples:

Make a lasting power of attorney (Link 6) - This online service helps citizens to create a lasting power of attorney (LPA) for England and Wales (Link 7). If the donor has an income below £12,000, or gets certain benefits, they might qualify for a lower fee, or the fee might be waived altogether.

As part of the UK Government's Response to COVID-19, five government departments came together to set up the National Shielding Service (now closed). The service delivered care and food supplies to approximately 2.2million people in England who had been classified as clinically extremely vulnerable. The programme was delivered in partnership with central government, local authority, food wholesalers and supermarkets.

Due to the rise in reports of domestic violence during the pandemic and subsequent national lockdowns, updated guidance and information was produced for victims and people who know about

someone experiencing abuse at home (Link 8).

Local Authorities offer targeted services to victims of domestic abuse, including victim support hotlines for residents, one stop shops and referrals to refuges (Links 9-10 as examples).

Link 1: <https://www.gov.uk/government/publications/roadmap-for-digital-and-data-2022-to-2025/transforming-for-a-digital-future-2022-to-2025-roadmap-for-digital-and-data>

Link 2: <https://www.gov.uk/pip>

Link 3: <https://www.gov.uk/carers-allowance>

Link 4: <https://www.gov.uk/disability-living-allowance-children>

Link 5: <https://www.gov.uk/attendance-allowance>

Link 6: <https://www.lastingpowerofattorney.service.gov.uk/home>

Link 7: <https://www.youtube.com/watch?v=GY-NpWFyu8w&t=13s>

Link 8: <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

Link 9: <https://www.walthamforest.gov.uk/neighbourhoods/crime-and-community-safety/community-safety/violence-against-women-and-girls>

Link 10:

<https://www.wandsworth.gov.uk/community-safety/domestic-abuse/getting-help-for-domestic-violence-and-abuse/>

43. Does the Government provide any specific e-participation measure(s) for women and/or other vulnerable groups? *

Yes **No**

If yes, please provide link and detail.

Yes - the Government does provide specific e-participation measures for women and other vulnerable groups.

Government services are designed to be accessible to all users. For example, all services must be designed in line with the Service Manual (Link 1).

The Service Manual sets out guidance for teams across government to meet to ensure that the services being built actively enable participation from all users. This includes guidance on:

- Meeting accessibility requirements;
- Providing assisted digital support to help people who don't have the skills or access to use a service;
- Managing user support; and
- Conducting user research, including understanding the needs of users, planning research, preparing for user research sessions.

All content being developed for GOV.UK should be developed in line with the Content Design Guidance (Link 2). This includes information on how to write to meet the needs of users, including guidance on writing according to the average reading age in the UK (9 years old). This is to ensure that users can read and understand the majority of the content.

An example of services and programmes launched to support vulnerable users in specific situations, is the prison leavers project (Link 3). The programme was a £20m innovation programme that aims to improve the social inclusion of people leaving prison and reduce reoffending. The project looks at

developing innovative new ways to approach reoffending as a challenge, by bringing together prison leavers and working across organisational boundaries. Teams involved will be working on rapidly testing multiple solutions at a small scale, taking learning as they go and scaling the more effective methods over time.

In July 2013, the Good Things Foundation and NHS England began the three-year Widening Digital Participation programme (Link 4), aiming to help more than 220,000 people improve their digital health skills. The Widening Digital Participation programme aims to ‘reach the furthest first’ and leave no one behind. The priority audiences for the Widening Digital Participation programme’s third year were:

- people with dementia;
- carers of people with dementia and other unpaid carers;
- people with learning difficulties or disabilities; and
- young people (including those at risk of offending).

We use multiple sources to measure the progress of digital inclusion:

- Lloyds’ Bank Essential Digital Skills data (Link 5) measures progress against all four digital inclusion pillars. Whilst it isn’t measured by UKG directly, Lloyds provide this data based on the Essential Digital Skills Framework (Link 6).
- Ofcom - measurement of broadband speed (Link 7)
- Ofcom - measurement of affordability of communication services, including social tariff uptake (Link 8)
- Ofcom - measurement of media literacy (Link 9)
- ONS - measurement of internet use (Link 10)
- DfE - measurement of Digital Entitlement Uptake (Link 11)
- Ad-hoc evaluations of Department for Science, Innovation and Technology funded programmes - e.g. Digital Lifeline (Link 12)
- Progress of various Open Government Data initiatives is monitored via internal policy mapping

Link 1: <https://www.gov.uk/service-manual>

Link 2: <https://www.gov.uk/guidance/content-design>

Link 3: <https://www.gov.uk/guidance/prison-leavers-project-improving-outcomes-for-prison-leavers>

Link 4: <https://www.goodthingsfoundation.org/what-we-do/our-partnerships/health-and-wellbeing/widening-digital-participation/>

Link 5: <https://www.lloydsbank.com/banking-with-us/whats-happening/consumer-digital-index/essential-digital-skills.html>

Link 6:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/738922/Essential_digital_skills_framework.pdf

Link 7: <https://www.ofcom.org.uk/research-and-data/telecoms-research/broadband-research/broadband-speeds/uk-home-broadband-performance-measurement-period-sept-22>

Link 8: <https://www.ofcom.org.uk/research-and-data/multi-sector-research/affordability-of-communications-services>

Link 9: <https://www.ofcom.org.uk/research-and-data/media-literacy-research/adults/adults-media-use-and-attitudes>

Link 10:

<https://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/2020>

Link 11: <https://explore-education-statistics.service.gov.uk/find-statistics/further-education-and-skills/2021-22>

Link 12: <https://www.gov.uk/government/publications/digital-lifeline-a-qualitative-evaluation>

44. Does the Government provide any specific measure(s) to build digital literacy/skills for women and/or other vulnerable groups? *

Yes **No**

If yes, please provide link and detail.

Yes - the UK Government has a Digital Skills and Inclusion Policy (Link 1) that sets out how the government is working with the private, public and third sector to improve digital literacy across the country and ensure that everyone who is capable of participating in the digital economy does so. We use this blog to tell the public what the Government and its partners are doing to help people to benefit from all the advantages the internet can offer. (Link 2)

The policy sets out a number of digital inclusion resources such as:

A report on the use of the internet and digital technologies among older people and its relationship to wellbeing (Link 3.) This report was commissioned by the Department for Science, Innovation and Technology (DSIT) and focuses on examining factors that relate to older people's use of digital technologies. It concentrates on those aged 50 or older, and examines within this group how age, gender, socioeconomic position and where people live influences:

- access to the internet
- frequency of internet use
- where they use the internet
- types of devices they use
- what they use the internet for

The Government's Essential Skills Framework is a tool intended for use by people who are involved in supporting adults with improving their digital skills. It contains a range of guidance for educators and support workers on topics such as: digital foundation skills, communicating safely, and digital skills in the workplace (Link 4).

The Skills Toolkit is a government provided resource that lists free courses to help people improve their skills in a variety of areas including computer literacy, digital design and marketing and coding (Link 5).

The Statutory Digital Entitlement (Link 6) allows for adults with no or low digital skills (below level 1) to study for new Essential Digital Skills Qualifications (EDSQs) for free.

Link 1: <https://www.gov.uk/government/publications/digital-inclusion-and-skills-policy>

Link 2: <https://digitalinclusion.blog.gov.uk/>

Link 3: <https://www.gov.uk/government/publications/understanding-digital-engagement-in-later-life>

Link 4: <https://www.gov.uk/government/publications/essential-digital-skills-framework>

Link 5: <https://www.gov.uk/government/publications/essential-digital-skills-framework>

Link 6: <https://www.gov.uk/guidance/free-qualifications-for-adults-with-low-digital-skills>

45. Does the Government use social media platform(s)? *

Yes **No**

If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

Yes - each central government department and local authority will have a Twitter account. How they are used varies but some examples include; updating users, answering questions, as well as providing e-information and e-consultation.

Please see below for examples of some key government social media accounts:

The GOV.UK Twitter Account (Link 1) provides a forum in which users can query issues or questions related to the GOV.UK single government domain. The Twitter account is also used to update people on services hosted on GOV.UK, eg: Driving tests have now resumed in England, Scotland and Wales (Link 2).

10 Downing Street Twitter account (Link 3) provides updates from the Prime Minister's Office. The Get Involved (Link 4) page on GOV.UK shows users how to engage with government, at the local, state and international level. It signposts people to where they can take part in consultations, engage on social media or take part in other initiatives such as town planning or local building protection.

Twitter is used to promote eligibility for government support like work expenses and tax refunds that users can access on GOV.UK. For example: claim a tax refund via our online portal (Link 5).

The Scottish Government has their own consultation page (Link 6) for citizens and residents in Scotland to take part in government consultations or view published responses and analysis.

Link 1: [https://twitter.com/GOVUK/with_replies?](https://twitter.com/GOVUK/with_replies?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor)

[ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor](https://twitter.com/GOVUK/with_replies?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor)

Link 2: <https://twitter.com/govuk/status/1389896493172207619?lang=cs>

Link 3:

https://twitter.com/10DowningStreet?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor

Link 4: <https://www.gov.uk/government/get-involved>

Link 5:

<https://twitter.com/HMRCgovuk/status/1659167222739107840?cxt=HHwWgICw5YzzxYYuAAAA>

Link 6: <https://consult.gov.scot/>

If yes, please include any guidelines for government officials/institutions on the use of social media.

Social media is widely used across the UK government. The Government Digital Service (GDS) developed a Social Media Playbook (Link 1) that explains best practice government use of social media, learnings on its use and future plans. The playbook is intended as a resource for anyone in government managing a public sector social media account.

The use of social media is widely used across the UK Government to:

- talk to people about what we're doing via the GOV.UK Blog platform - working in the open (Link 2)
- to listen and engage with people online (Link 3)
- to tell stories or publish content that would work better on these channels than in a blog post.

UK civil servants are all bound by the Civil Service Code (Link 4) which sets out the core values of integrity, honesty, objectivity and impartiality.

The principles covering the use of social and other digital media by civil servants in both a work and personal capacity are the same as those that apply for any other activity (Link 5). The guidance in the Civil Service Code sets out the use of social media networks such as Twitter and Facebook and digital activity in general both in and out of work, e.g. browsing websites, downloading content or posting or publishing anything to the web (Link 6).

The Government Communication Service (Link 7) publishes a range of guidance (Link 8), networks, and support on a variety of current communication topics and professional disciplines (Link 9) including digital (Link 10).

There is guidance on local government use of social media which provides a 12 step standard for local authorities using a variety of social medias (Link 11).

Link 1: <https://www.gov.uk/guidance/social-media-playbook>

Link 2: <https://www.blog.gov.uk/>

Link 3: <https://gds.blog.gov.uk/social-media-house-rules/>

Link 4: <https://www.gov.uk/government/publications/civil-service-code/the-civil-service-code>

Link 5: <https://www.gov.uk/government/publications/social-media-guidance-for-civil-servants/social-media-guidance-for-civil-servants>

Link 6: <https://www.gov.uk/government/publications/civil-service-code/the-civil-service-code>

Link 7: <https://gcs.civilservice.gov.uk/>

Link 8: <https://gcs.civilservice.gov.uk/guidance/>

Link 9: <https://gcs.civilservice.gov.uk/professional-development/>

Link 10: <https://gcs.civilservice.gov.uk/guidance/digital-communication/>

Link 11: <https://www.local.gov.uk/our-support/guidance-and-resources/comms-hub-communications-support/digital-communications-0>

46. Does the Government publish information on how people's voices, including those among women and/or vulnerable groups, are included in policy decision-making? *

Yes **No**

If yes, please provide link and detail.

Yes - user research is an integral part of service development and insight gathering initiatives for the government. It helps teams learn about users and create services and policies that meet their needs.

GDS produced guidance for teams conducting user research is published in the Service Manual (Link 1), Point 1 of the Technology Code of Practice (Link 2) and in Point 1 of the Service Standard (Link 3). The guidance specifies that to build a good service you need to learn about all your users, including disabled users (Link 4) and those who need support to use a service (Link 5). Teams must actively include people from these groups in your research throughout each development phase (Link 6).

During the COVID-19 pandemic, a cross government workshop was held looking at how teams can conduct remote user research with participants who had access needs (Link 7).

The Open Policy Making Toolkit (Link 8) helps civil servants create and deliver policy that meets the

demands of a fast-paced and increasingly digital world. The toolkit advocates for designing policy with users (called co-designing). Co-designing involves developing policies directly with the people that the policy impacts. The toolkit states that users are ‘experts in their own experiences’ and can bring different points of view that inform and innovate a policy’s direction. Co-design puts users at the core of policy creation so that policy is more informed and responsive to their needs. This often takes the form of workshops, hack days and idea jams. These events let users explain their current problems and then work with policy makers and designers to come up with solutions for the future.

The Government Social Research Unit published a professional guidance report (Link 9) on ethical assurance measures to social research. Principle 3 gives guidance on how teams can enable participation from a diverse cohort into government research. The paper also details the potential impact of choices in research design (such as sample design, data collection method and so on) on participation and the effect research design has on groups such as ethnic minorities, those with caring responsibilities, and those with physical or mental impairments.

Link 1: <https://www.gov.uk/service-manual/user-research>

Link 2: <https://www.gov.uk/guidance/define-user-needs>

Link 3: <https://www.gov.uk/service-manual/service-standard/point-1-understand-user-needs>

Link 4: <https://www.gov.uk/service-manual/helping-people-to-use-your-service/making-your-service-accessible-an-introduction>

Link 5:

<https://www.gov.uk/service-manual/helping-people-to-use-your-service/assisted-digital-support-introduction>

Link 6: <https://www.gov.uk/service-manual/user-research#user-research-in-the-different-design-phases>

Link 7: <https://userresearch.blog.gov.uk/2020/05/20/conducting-remote-research-with-people>

Link 8: <https://www.gov.uk/guidance/open-policy-making-toolkit>

Link 9: <https://www.gov.uk/government/publications/ethical-assurance-guidance-for-social-research-in-government>

F. Usage, User Satisfaction and Evaluation

47. Does the Government monitor/collect usage statistics of e-government services? *

Yes No

If yes, please provide link and detail.

All non-legacy gov.uk services must collect satisfaction data and publish them on data.gov.uk (link 1)

Link 1: <https://www.gov.uk/service-manual/measuring-success/data-you-must-publish>

48. Does the Government measure usage data with dis-aggregation by gender?*

Yes, although the government does not collect demographic usage statistics for government websites or digital services as a collective. GOV.UK (which is the platform for the vast majority of digital

government services) collects usage data but has a privacy policy (link 1) which does not collect demographic data. The vast majority of critical services do collect data on users to comply with the GOV.UK Service Manual (Link 2) which Includes:

“Standard 1: Understand users and their needs

Develop a deep understanding of users and the problem you’re trying to solve for them.”

This means the vast majority of critical services collect usage data which can be dis-aggregated by gender. This data on gender usage across hundreds/thousands of services is not collated in one place

Link 1: <https://www.gov.uk/help/privacy-notice>

Link 2: <https://www.gov.uk/service-manual/service-standard/point-1-understand-user-needs>

49. Does the Government measure user satisfaction of e-government services? *

Yes No

If yes, please provide link and detail.

Yes, this is done in a variety of ways listed below.

Individual services can have a 'done' page where users are redirected to GOV.UK and leave a rating and feedback on their experience with that service. This is aggregated in a service called "FeedBack Explorer" which any organisation on GOV.UK has access to (and can download results) but this data is not available to the public.

Each content page has a 'Is this page useful' feedback mechanism, where the public can give a thumbs up or thumbs down and provide longer feedback if they want.

GOV.UK carries out a benchmarking exercise (Link 1) every six months to measure whether improvements to GOV.UK have positive impacts to users. Usability testing is carried out on desktops remotely by looking at tasks that have high fail rates or are more time consuming than others. User testing on mobiles is conducted in the research labs, which helps teams to carry out a comparative analysis of different user journeys on different devices.

GOV.UK provides feedback on GOV.UK content through the "Content data" application (Link 2) which aggregates the "Is this page useful?" score for every page on GOV.UK (alongside performance analytics). Any department that publishes to GOV.UK has access to this service but it is not available to the public. This application was built to help government publishers manage and improve their content.

GOV.UK also conducts quarterly waves of polling to understand public awareness, recalled usage, satisfaction, trust and engagement. The polling is conducted by an external research partner using an online survey methodology, involving a nationally representative sample of the UK population, from a panel of research participants. Survey quotas are set based on census characteristics and weighting is applied to ensure the data is sufficiently representative. Anonymised demographic data is appended to the survey results and used in analysis and insight reporting.

Link 1: <https://insidegovuk.blog.gov.uk/2018/01/17/what-we-learned-from-the-7th-round-of-gov-uk-benchmarking/>

Link 2: <https://insidegovuk.blog.gov.uk/2019/06/05/helping-content-designers-access-gov-uk-data-quickly-and-easily/>

Does the Government collect user satisfaction data with dis-aggregation by gender?*

Yes. Similarly to question 48: The government does not collect demographic usage statistics for government websites or digital services as a collective. Therefore although user satisfaction is, it cannot be dis-aggregated by gender as a whole.

GOV.UK (which is the platform for the vast majority of digital government services) collects usage data but has a privacy policy (link 1) which does not collect demographic data. However the vast majority of critical services do collect data on users to comply with the GOV.UK Service Manual (Link 2) which includes:

“Standard 1: Understand users and their needs

Develop a deep understanding of users and the problem you’re trying to solve for them.”

This means the vast majority of critical services collect usage data on user satisfaction, which can be dis-aggregated by gender. This data on user satisfaction, which could be dis-aggregated by gender across hundreds/thousands of services is not collated in one place.

GOV.UK polling data, based on a nationally representative sample of people who have opted-in to a third party research panel, does contain anonymised demographic data including gender. It is not possible to identify any individual survey participant from the data or the reporting of the findings.

Link 1: <https://www.gov.uk/help/privacy-notice>

Link 2: <https://www.gov.uk/service-manual/service-standard/point-1-understand-user-needs>

G. Partnership and International Cooperation

50. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW]

The Government Digital Service has an International Team (known as GDS International) that works with overseas governments and multilateral organisations to support digital transformation and public administration reform agendas.

The UK is active in helping to shape international standards and thinking about digital government through working with international and multilateral organisations and networks. The UK, GDS and the Central Digital and Data Office contribute to international digital government best practice repositories, and work with multilateral organisations to shape international standards and help define good practices.

The UK is represented on a number of international and multilateral forums. The UK (GDS, CDDO) is currently a member of 20 multilateral and mini-lateral thematic groups and forums related to digital, data and technology in government, these include:

- Digital Nations (Link 1) - a forum of the World's 10 leading digital governments) - the UK is one of the original founding member countries of the D5 and is represented on Digital Nations thematic groups on data and AI
- Digital Government Exchange - which is hosted by the Government of Singapore (GovTech Singapore) (Link 2)
- Organisation for Economic Co-operation and Development (OECD) E-Leaders - a forum of Senior Digital Government Officials that meets annually (the CEO and DG of GDS, Tom Read is a Member of the E-Leaders Bureau in 2023 and was former Chair of the OECD's E-Leaders in 2022) (Link 3)
- Membership of OECD thematic groups including groups on Open Government Data, Digital Democracy, digital skills and talent, service design and delivery
- Membership of World Bank hosted thematic groups on cloud and interoperability - the UK's Government Digital Service is also recognised as a Global Partner of choice by the World Bank's Global GovTech Team (Link 4)

GDS also coordinates the International Design in Government Community which was established in February 2017 (Link 5). Since then, thousands of international colleagues have come together at dozens of events and countless online discussions.

Due to the UK's reputation as a leading digital government, GDS and CDDO receive many international enquiries, and requests for overseas delegations (digital agencies and ministries) who are interested to learn about the UK's digital transformation journey.

GDS International also coordinates the UK's responses to global surveys on digital government which contribute to global rankings by the UN and the OECD, ensuring that the UK is accurately represented in them.

The UK is also a founding member of Agile Nations (Link 6), an intergovernmental network that aims to foster co-operation on rulemaking, with a mission to make it easier for businesses within their jurisdictions to introduce and scale innovations across their markets while upholding protections for citizens and the environment.

The Foreign, Commonwealth & Development Office (FCDO) (Link 7) of the UK Government leads on international development policy and on the delivery of Overseas Development Aid funded programming. With specific reference to Digital Development, the FCDO supports the inclusive, responsible and sustainable digital transformation of partner countries.

This work includes a focus on promoting the digital transformation of partner governments, for example through the Digital Identity for Development Programme (ID4D) with the World Bank (Link 8), and the Digital Impact Alliance (Links 9 and 10) at the UN Foundation.

As part of the broader FCDO-DSIT Digital Access Programme, the UK has established a digital inclusion partnership with the International Telecommunications Union (ITU) (Link 11) to test innovative models of inclusive connectivity and expand digital capacity in partner countries, creating a more conducive

environment for digital transformation. FCDO also leads on the digital development inputs into the UK submissions to the UN Global Digital Compact (Link 12).

Link 1: <https://www.leadingdigitalgovs.org/>

Link 2: <https://www.developer.tech.gov.sg/our-digital-journey/digital-government-exchange/overview.html>

Link 3: <https://www.digital.govt.nz/digital-government/international-partnerships/oecd-e-leaders/>

Link 4: <https://www.worldbank.org/en/programs/govtech/partners>

Link 5: <https://designnotes.blog.gov.uk/2022/02/21/the-international-design-in-government-community-is-5-years-old/>

Link 6: <https://www.gov.uk/government/groups/agile-nations>

Link 7: <https://www.gov.uk/government/organisations/foreign-commonwealth-development-office>

Link 8: <https://id4d.worldbank.org/who-is-involved>

Link 9: <https://dial.global/about-the-digital-impact-alliance/our-donors/>

Link 10: <https://dial.global/about-the-digital-impact-alliance/our-board/>

Link 11: <https://www.govstack.global/about>

Link 12: <https://devtracker.fcdo.gov.uk/projects/GB-1-204963/summary>

51. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW]

E-Estonia Tech Partnership Agreement

Under the existing UK-Estonia Tech Partnership Agreement (Link 1), there is a provision for the UK and Estonia to partner on digital initiatives for Ukraine, including in the area of digital governance. Work is underway on this initiative.

Memorandums of Understanding

The UK has a number of MoUs in place with other governments. These MoUs are bilateral agreements aimed to support knowledge sharing on best practices related to digital government.

- In July 2022, the UK Government Digital Service and GovTech Singapore announced the signing of a new MoU in 2022 that continues to build on the existing relationship between the UK and Singapore on the areas of digital government (Link 2) - this MoU follows the signing of the UK-Singapore Digital Economy Agreement (UKSDEA) - (Link 3) that came into force in June 2022
- In October 2022, the UK and Japan signed a Memorandum of Cooperation (MoC) to deepen ties on digital government transformation (Link 4)

The UK Digital Strategy highlights international co-operation: section 6.3 Achieving our priorities through international partnerships (Link 5). The UK is working internationally to support inclusive, responsible and sustainable digital transformation in partner countries. The Department for Science and Innovation (Link 6) is partnering with the UK's Foreign, Commonwealth and Development Office (Link 7) and other government departments to implement this agenda. Through closer technology partnerships with developing countries, and by strengthening the economies and capabilities of our allies, we will provide our developing partners with reliable and secure technological choices for their digital and critical national infrastructure investments.

The UK is also building bilateral alliances with like-minded countries to achieve shared digital and tech

ambitions. The Digital Chapter within the UK-EU Trade Cooperation Agreement incorporates ambitious digital trade provisions as a strong basis for future collaboration.

Link 1: <https://www.gov.uk/government/news/pm-call-with-prime-minister-kallas-of-estonia-19-december-2022>

Link 2: <https://www.gov.uk/government/news/formal-declaration-of-the-memorandum-of-understanding>

Link 3: <https://www.gov.uk/government/publications/uk-singapore-digital-economy-agreement-explainer/uk-singapore-digital-economy-agreement-final-agreement-explainer>

Link 4: <https://www.gov.uk/government/news/uk-and-japan-strengthen-cooperation-in-the-area-of-digital-government>

Link 5: <https://www.gov.uk/government/publications/uks-digital-strategy/uk-digital-strategy#s6-3>

Link 6: <https://www.gov.uk/government/organisations/department-for-science-innovation-and-technology>

Link 7: <https://www.gov.uk/government/organisations/foreign-commonwealth-development-office>

THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

<https://www.gov.uk/government/organisations/central-digital-and-data-office>

<https://www.gov.uk/government/organisations/government-digital-service>

Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes **No**

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.