



Our Digital Workforce 2019

Dundee City Council

We did a survey on **Essential Digital Skills**

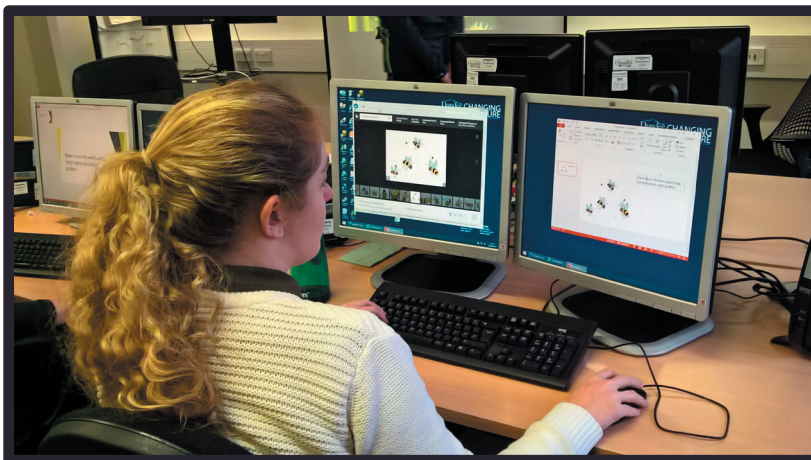
In the autumn of 2018, Dundee City Council's Learning and Organisational Development Service conducted a short survey using Scottish Council for Voluntary Organisations Essential Digital Skills Toolkit. We were the first of a number of councils across Scotland to use this new toolkit.

This report gives a summary of the key findings. The survey questions covered digital skills used at home and at work that enable adults to benefit from, participate in and contribute to the digital world. The skills apply to a wide range of contexts, and underpin what will be required of our workforce as we continue to transform for the future.

The questions were grouped into themes which are shown below;

- **Communicating**
- **Handling Information & Content**
- **Transacting**
- **Problem Solving**
- **Being Safe & Legal Online**

The results of the survey will inform the work being undertaken to upskill the workforce, as we move towards being a Digital Council by 2020, as part of our Digital Strategy, IT Strategy and Our People Strategy.



How we did it

The survey was launched in September 2018 as a key part of our first Digital Skills Week, and a link to the survey was sent via email to all employees. This produced a very good response, but we wanted to ensure that as many people as possible had an opportunity to take part.

The Council's Digital Champions came up with the idea of taking the survey out to staff who do not have regular access to computers. The survey was loaded onto tablets, and a range of locations were visited such as environment depots, care homes, community centres and sheltered housing complexes.

Some of our Digital Champions visited main offices across the city to encourage employees to complete the survey, and even managed to speak to some who were working outside.

We used social media to share some of the highlights of our work on Digital Skills Week, and to further promote the survey.



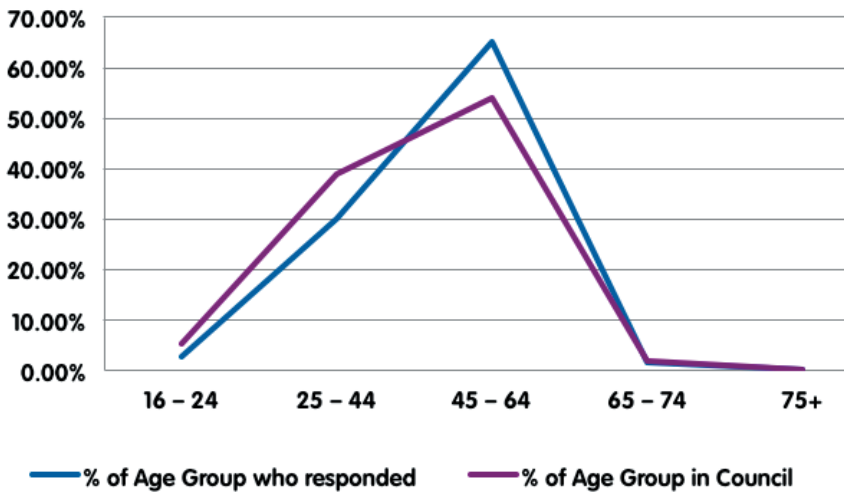
How we did it

1045 employees engaged with the survey (15% of the workforce) and there were **855** fully completed surveys.



1045
Employees engaged

The age profile of those taking part in the survey corresponds quite closely to the age profile makeup of the Council workforce, showing that it was a fairly representative sample.



A slightly higher proportion of male employees in the workforce responded to the survey, than female employees. At October 2018, 4,712 (68%) of Dundee City Council employees were female and 2,235 (32%) were male.

508 (11%) of all female Dundee City Council employees participated in the Essential Digital Skills Survey and 308 (14%) of all male Dundee City Council employees participated in the survey.

People were asked to self-identify their job role. A wide range of employees from across the workforce took part in the survey, including Accountants, Gardeners, Engineers, Teachers, Welfare Rights Officers, clerical staff and Youth Workers, and lots of other different roles that employees undertake.

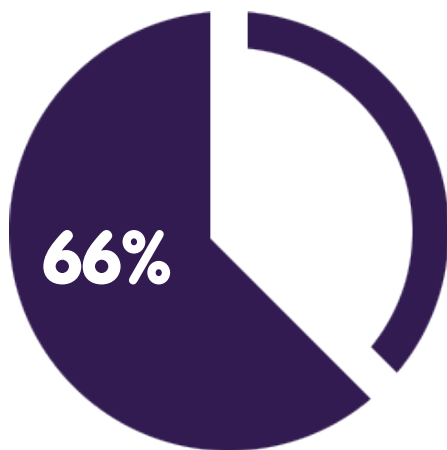


Main Place of Work	No.	%
Office	574	67.2%
Depot	48	5.6%
Care Facility	45	5.3%
School	70	8.2%
Community Centre	44	5.2%
Contact Centre	4	0.5%
Mobile Working	22	2.6%
Working From Home	8	0.9%
Other	39	4.6%

We wanted to know where people worked, and the table below shows the breakdown, with the majority of people being office based.



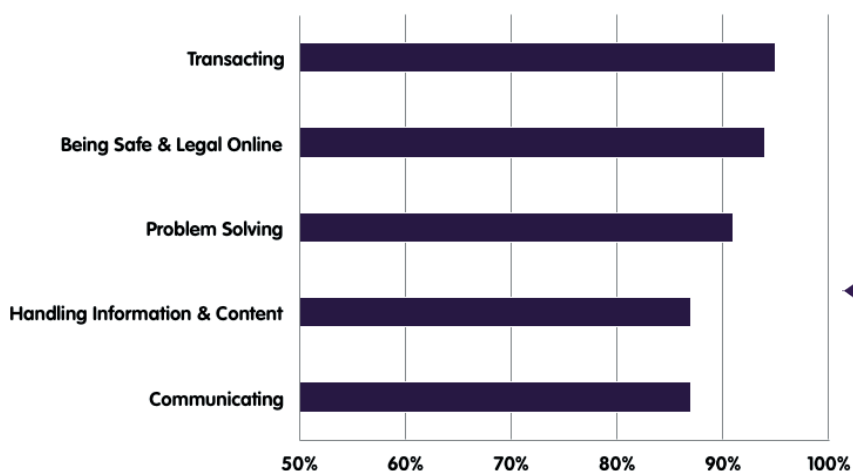
Here's what we **found out**



66% of employees that undertook the survey indicated that they can undertake all of the digital skills asked of them at home and in the workplace.

This is very positive news, indicating that the majority of the workforce are ready to take on the digital challenges in our rapidly changing workplace.

I Can Do This



This graph shows that within the overall very positive picture, our workforce has particular strengths in the themes of Transacting, and Being Safe and Legal Online.



99.9%

"I Understand the Importance of Using, Changing and Not Sharing Passwords."

Overall, the highest answered statement in the survey was "I Understand the Importance of Using, Changing and Not Sharing Passwords."

There were only small differences between age groups in terms of their digital skills.

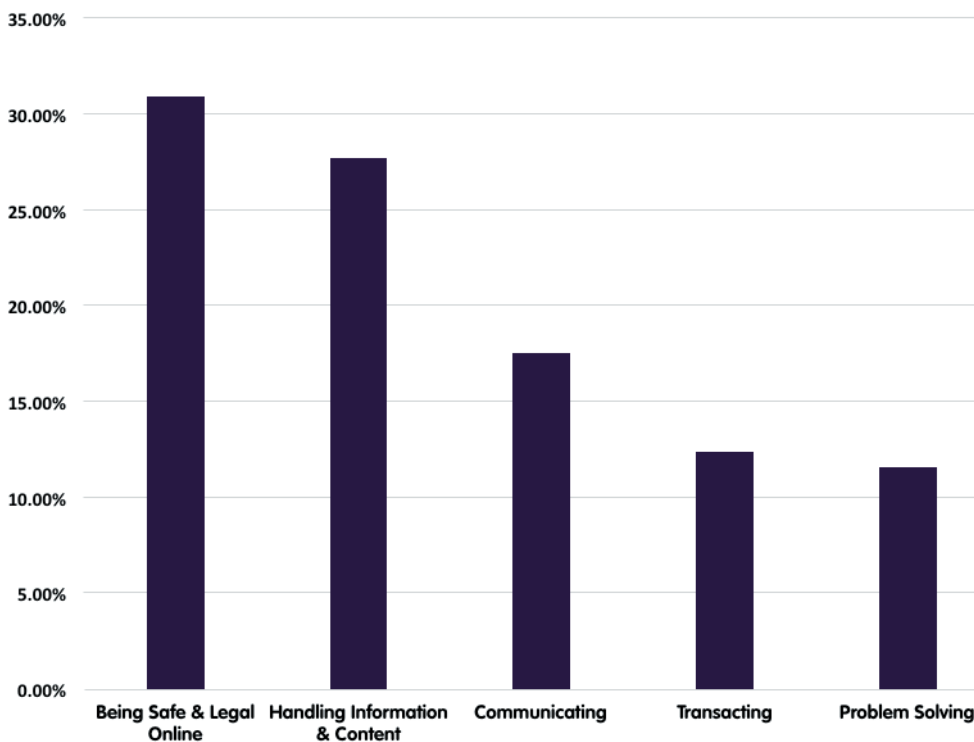


16 – 24 year olds scored the highest (96%) for the statement "I Can Use the Internet to Find Solutions to Work-Related Problems."

"I Can View my Payslips, Submit Holiday and Sickness E-Forms and make Online Expense Claims" was the highest scored statement (98%) for the 25 – 44 age group.

Here's what we **found out**

I want to learn this



The survey asked if people would like to learn how to do each skill. Although Being Safe and Legal online came out very high in terms of current skills (94%), it was also the key area where people felt that they wanted to learn more.



113

People want to learn how to check if online information is true or false

117

people want to learn more about recognising suspicious web links

Being Safe And Legal Online



68

people want to learn more about how to identify and report on suspicious communications



104

people want to understand privacy settings to control what others can see

Handling Information And Content



54

people want to be able to organise, store and share work-related info across devices



people want to learn how to manage a calendar on multiple devices



people want to learn better use of online communication tools such as email, Skype, Yammer



want to learn how to log in remotely to email and other work related communication tools

Communicating

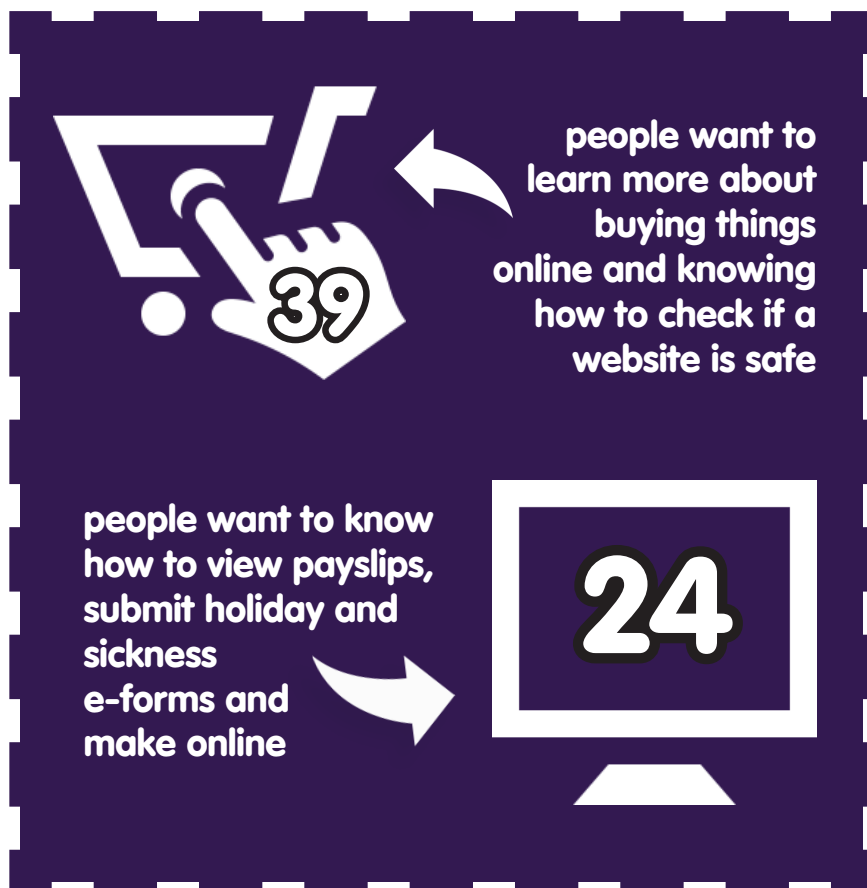


Transacting

Problem Solving



people want to learn more about presenting and analysing information



What we will do **next**



Digital Champions

We have a network of Digital Champions across services who are ready to help people brush up their skills or learn new ones. We will work with the Champions to tailor learning sessions and resources to meet the digital learning needs of the workforce. As we move towards more cloud-based office applications, Champions will support learning around this. We will continue to work with groups of staff who do not work from offices or have access to work computers to enable them to have access to MyView, and going forward, the intranet when it moves to an external platform.



Digital Skills Sessions

There is already a rolling programme of digital skills training sessions on a range of topics including social media, i-notes, creating digital content, and specific Council software such as Pentana and Cognisoft. All these Champion led sessions are available to book through MyLearn. We will develop new, additional sessions in response to the findings of the survey. These are likely to include internet safety, cyber security, and using applications such as Excel to analyse and present information.



What we will do **next**



Digital Wings

Created by  BARCLAYS

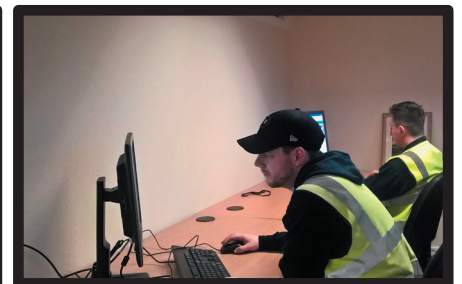
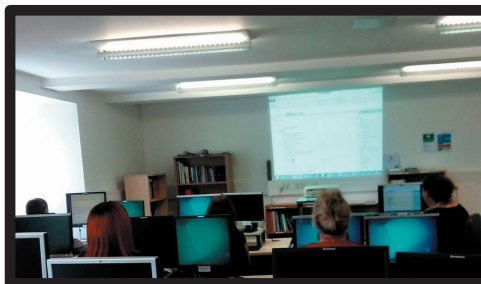
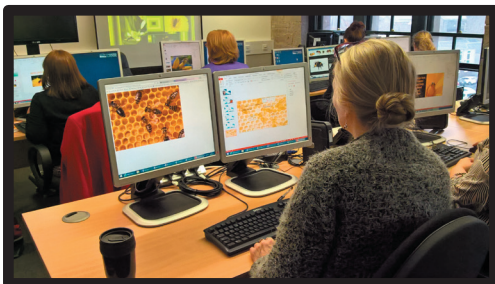
Online **learning resources**

On MyLearning Hub we have a range of online learning resources to support the workforce to brush up digital knowledge and skills. These short courses are free and can be accessed at work or at home. We have worked with Barclays Digital Wings to create a Dundee City Council 'landing page', so that it has our Council logo, and people will be able gain points and feature on a leader board.



Going **forward**

We now have a baseline in terms of workforce digital skills. This will help us to plan and implement further development of our digital workforce plan. It is very encouraging that the majority of the workforce already have all the essential digital skills in place, and we know the areas that require more focus going forward. It is increasingly important for our workforce to be a digitally skilled workforce in order to fully utilise our internal online systems and processes, as well as develop and provide more of our services as online options for the citizens of Dundee.



If you want to get involved in this work, or for more information, please contact Sue Holland-Smith or Niall Reid in the Learning and Organisational Development Service
learning.organisationaldevelopment@dundeecity.gov.uk

