

Greening Digital Public Services

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How is DWP Digital working on our Digital legacy for 2050?

There is a legally binding date of 2050 for the UK to achieve Net Zero carbon emissions. The later we start working towards this, the more costly achieving this will be. Many of the digital public services we are building today are likely to be our legacy by 2050, so the time to act is now to ensure sustainable working practices become the norm.



**At DWP, we are already
modernising our services
for the future...**



The Service Modernisation Programme's objectives are to:

[...]

- give our customers fast, efficient services – and effective routing to the right support – through the most appropriate channels:
 - more intuitive data-driven systems, automation and self-service, enabling customers to do simple things at a time that suits them without having to wait to speak to someone, and giving colleagues more time to help customers that need more support

Service Modernisation Programme: SRO appointment letter - GOV.UK (www.gov.uk)



Our new Strategic Reference Architecture (SRA) underpins our ambitions for how DWP Digital will increase collaboration across teams and support the transformation of departmental services in line with DWP strategy.

Using SRA as a blueprint for how we work means we share, reuse and align more digital products. As well as providing this consistency in service for customers and colleagues, SRA provides flexibility. It's our future way of working that critically doesn't depend on changing economic, social or political circumstances.

[Looking to the future of DWP Digital - DWP Digital \(blog.gov.uk\)](#)

Employee
Engagement

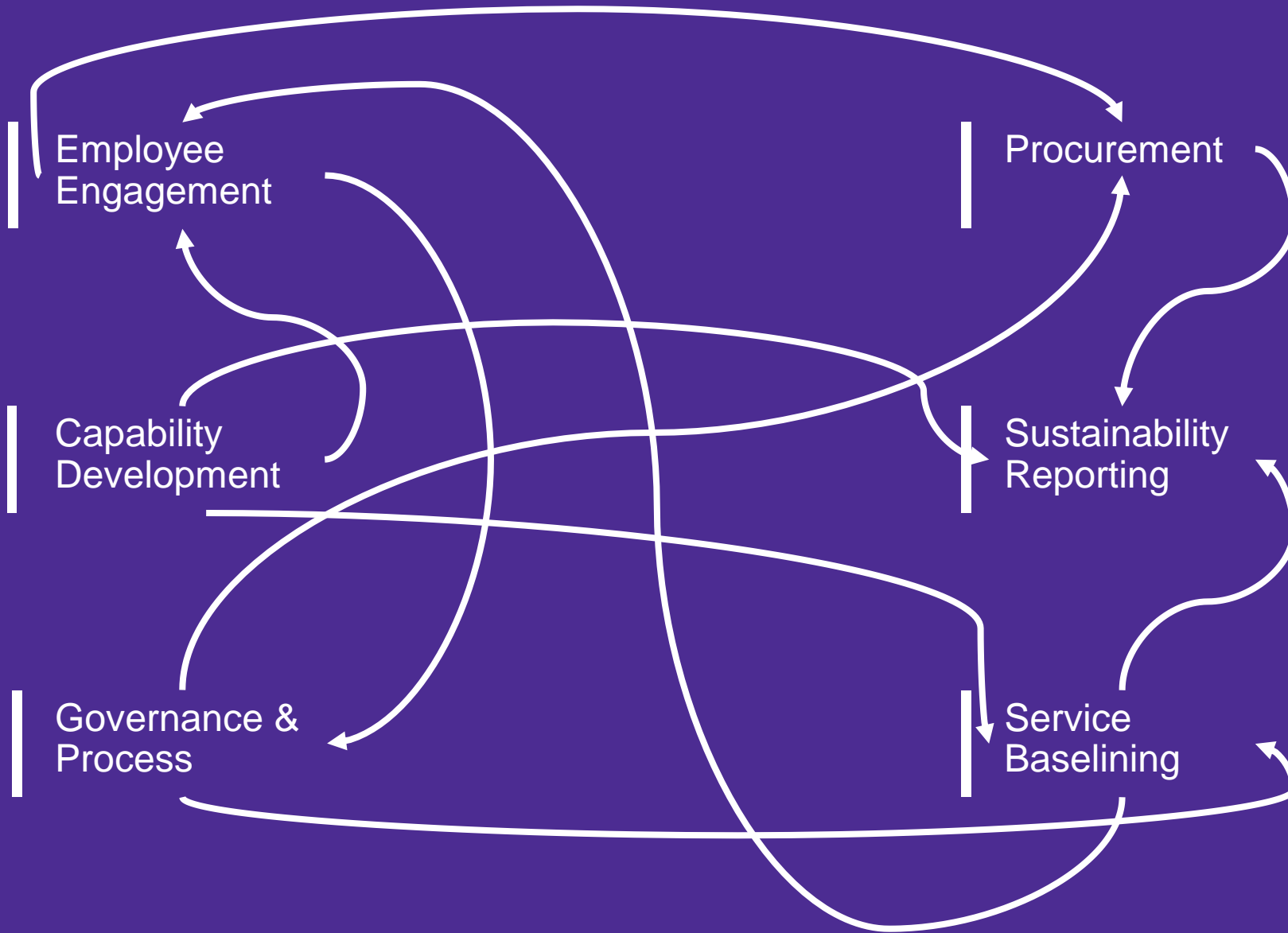
Procurement

Capability
Development

Sustainability
Reporting

Governance &
Process

Service
Baselining



Employee engagement

Sustainability is a team sport



Capability development

Education to inform action



Governance & process

Sustainability as BAU



Procurement

Buying power



Sustainability reporting

What gets measured gets managed



Service baselining

Targeting hotspots



Thank you