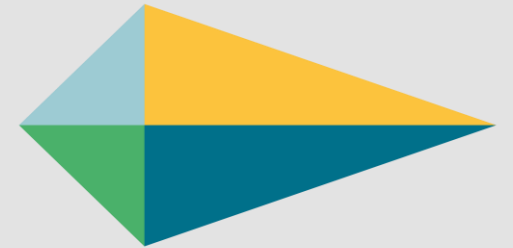


Digital Projects in a changing environment

Sandra Lewis

Business Solutions Manager



EASTSUFFOLK
COUNCIL

We are East Suffolk

- **THEN** we were two councils
 - Suffolk Coastal District Council and Waveney District Council (SCDC/WDC)
 - Shared service partnership since 2008
- **NOW** we are East Suffolk Council (as of 1 April 2019)

population of
around 248,000

around 487
square miles

49 miles of
coast line

the largest *district*
by population

55
councillors

around 760
employees

Where were we at the time of kick off?

- Part of a wider digital programme started in 2017
- We already worked as a shared service partnership (SCDC/WDC)
 - Single teams and staff structure
 - Looking for additional efficiencies and better ways of working
- Further digital transformation, we already had:
 - Single network (live in 2014)
 - Single website (live in 2016)
 - Single business systems (in the main)
- Revs & Bens service – provided by Anglia Revenues Partnership (ARP)
 - A partnership of 7 districts providing Revs & Bens services
- Revs and Bens identified as one of the highest accessed services within Customer Services contact centre

What was the project?

- The specific LGA funded project:
 - **Single sign-on** project for our Customer self-service portal(s)
 - LGA funding – £15k
- Joining two customer self-service portals provided by:
 - Our council website www.eastsuffolk.gov.uk
 - Anglia Revenues Partnership (ARP) website www.angliarevenues.gov.uk

Access local council services and information quickly and easily



On 1 April, East Suffolk Council was created, covering the former districts of Suffolk Coastal District Council and Waveney District Council.

Features

Remember to register for planning meetings

Those interested in speaking at East Suffolk Council's Planning Committee meetings are invited to register their request in good time ahead of future meetings.

Get ready for Brexit

East Suffolk Council is supporting local businesses and communities in



Benefits



Business



Community



Council Tax



arp | theangliarevenuespartnership

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What did we want to do?

- Our wider aims for the programme were to:
 - Encourage greater sign-up and use of digital services
 - Save staff time and resources dealing with Revs & Bens generic enquiries
- Our aims for **this project** were to make it easier for customers:
 - seamless
 - less confusing
 - the channel of choice
- Seems relatively small and simple, right?

Who was involved in the project?

- **Project Managed by Suffolk Coastal & Waveney PM**
 - Our own Suffolk Coastal & Waveney teams:
 - Web Team
 - Customer Services
 - ARP teams:
 - ARP systems team
 - ARP general users
 - West Suffolk team:
 - ICT team (ARP network)
 - Two external suppliers:
 - Firmstep – self service portal supplier
 - Capita – Revs & Bens system supplier
 - LGA
 - Customers

What did we encounter along the way?

- Co-ordination of suppliers – multiple external people
- Big change to the organisation – merger
- Technical issue – two databases, one portal
- Change to scope – decision made
- Customer feedback

- Be aware of the bigger picture
- Adapt, adapt, adapt
- Don't be afraid to make big decisions
- Successful two-stage go live!
 - Waveney DC first – December 2017
 - Whole of East Suffolk – April 2019

Huge Thanks to Jane who did an amazing job testing our website today. Was great to meet you. Jane had some great feedback about improving our Web services. [@theuserstory](#) [@Firmstep](#) [@EastSuffolk](#) [#WaveneyCustomerengagement](#)



14:23 · 21 Jun 18 · [Twitter for Android](#)

It's a full house in the observation room today. Getting some great feedback on how to improve our Web user experience [@Firmstep](#) [@theuserstory](#) [#Selfservice](#) [#makingituserFriendly](#)



12:58 · 22 Jun 18 · [Twitter for Android](#)

PAPER BILLS ARE A THING OF THE PAST.



Where are we now?



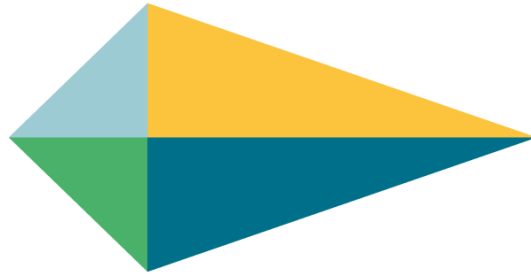
47,000+
website users per month



55% of
garden
waste
subscriptions
completed
online



Incoming post
volumes **down**
87%
over last ten years



EASTSUFFOLK
COUNCIL

9,000+
followers on
twitter

myeastssuffolk
50,000+ registered
self service accounts

Customer Services able to
take on **additional services**

8,000+ registered Revs
& Bens self service users



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Any questions?