

Digital Experts Programme

Local Authorities involved	Amount Granted	Project Activity
Blackpool Council	£10,000	Developing fully integrated processes for reporting missed bin collection
Bournemouth, Dorset and Poole Local Resilience Forum (BDP LRF)	£25,000	Procuring, implementing and licensing of an automated call cascade system to assist Local Authorities in effective communication before, during and after a major incident.
Christchurch and East Dorset Councils	£10,000	Procuring and implementing a digital, customer facing portal initially providing a digital platform for licensing applications and payments, with the scope to expand to other customer interactions with the council.
Dacorum Borough Council	£10,000	Conducting research into the initiatives and actions that bring about channel shift and their effectiveness. Combining the findings of this research with local demographic profiles to create a locally appropriate method which will inform a channel shift implementation strategy.
Dorset County Council and all six district/borough councils in Dorset	£25,000	Commissioning a developer to create a prototype reusable digital content and services platform using the Government Digital Service (GDS) codebase.
Essex County Council	£10,000	Further developing the Adult Services' information, advice guidance and advocacy website to ensure that it is user-friendly on mobile devices, and that pages on the website are printer friendly. Events and workshops will be held to promote the website and encourage residents to use it.
Gloucestershire and Gloucester City	£10,000	Developing and implementing an app for reporting issues and developing a shared intranet to better facilitate shared working across the councils.
Lancaster City, Preston City and Fylde Borough Council	£25,000	To develop 'My Lancaster', 'My Preston' and 'My Fylde' single sign on areas based information portal, to enable citizens access user friendly and relevant services
Luton Borough Council	£10,000	Procuring additional kit and licenses for a digital e-bundling system for documentation for court cases and training for court and council staff to use the system.

Milton Keynes Council	£10,000	Commissioning the services of Digital Unite to develop a digital champion's network in Milton Keynes. The service will include online learning platforms for prospective digital champions as well as online guides and forums.
Newcastle City Council	£10,000	Agile project management training and ongoing coaching for selected staff to aid the rollout of the council's digital programme.
Newcastle Under Lyme Borough Council	£10,000	Procuring a customer self-service portal, including a facility for electronic billing, for council tax and business rates.
North Warwickshire Borough Council and Nuneaton and Bedworth Borough Council	£25,000	Altering website design and content to ensure that the council's website is accessible on different devices to improve customer engagement and experience through digital channels.
Nottingham City Council	£10,000	Expanding the range of services available through the Netcall Contact Portal 'Operator' speech recognition automated agents to include missed bin reporting.
Reading Borough Council	£10,000	Developing and recruiting to a digital volunteering scheme to provide support to Reading residents who need help with using public access IT. The project includes recruiting a digital volunteers coordinator to support and motivate volunteers and to engage local community and voluntary organisations to ensure the scheme reaches key excluded groups.
Redcar and Cleveland Borough Council	£10,000	Procuring a live web chat facility as part of the council's approach to assisted digital and supported self-service. Engaging with residents to identify what digital opportunities they want and commissioning a developer to deliver these changes. Commissioning external professional services to provide project assurance on security and data matters.
Solihull MBC	£10,000	Implementing an online self-service bookings and payments system for 13 identified service areas.
South Holland and Breckland District Councils	£25,000	Creating and embedding an online payment facility to create an end to end booking payment system, publicity materials for the new system, internal training for customer services staff and the procurement of self-service access terminals for the council's reception area.

Southampton Council	£10,000	Developing and setting up Live web chat to support customer self-serve.
Stafford Borough Council and Cannock Chase Council	£25,000	Establishing new e-forms or converting existing e-forms to make them compatible with a smartphone browser through the MyCouncilServices mobile working system.
Staffordshire County Council	£25,000	Integrating back office systems to make them compatible with the Ombiel government mobile app to allow key transactional services to be made available on the mobile app.
Stockton-on-Tees Borough Council	£10,000	Promote a range of online preventative services using mobile technology to engage with over 50's, by developing their skills and confidence through training and promotion.
Test Valley Borough Council	£10,000	Procuring and implementing the Northgate Citizen Access tool which will allow residents to transact with the Council online.
Thurrock Council	£10,000	Procuring licenses for additional functionality within the Synergy Education database suite to allow free school meal applications and eligibility checks to be integrated into the system.
Westminster City Council, Royal Borough of Kensington and Chelsea, and London Borough of Hammersmith and Fulham	£25,000	Enhancing the Frameworki mobile application used by Adult Social Care teams across the three councils to allow users to add and amend case notes and view case documents while out of office, and developing document search functionality.
Wirral Council	£10,000	Redeveloping the Wirral Council website to ensure it is mobile friendly. The project involves subscribing to Optimal Workshop usability testing software to ensure that design and navigation meet user needs; commissioning an organisation to ensure the site meets accessibility standards; and part funding of a search optimisation tool.
Wyre Council	£10,000	Procuring Council Tax E-form software. The project also involves training a number of Council officers to be digital champions who will spend time encouraging and teaching residents to use the internet and digital applications.