

Helping Nottinghamshire County Council meet changing citizen needs

Nottinghamshire County Council (NCC) works hard to serve its citizens. In 2018 alone, it funded the maintenance of over 94,000 street lights, served over 8 million meals in its schools and helped 6,645 older and disabled people on a daily basis to live at home.

Like many local authorities, NCC is managing this while navigating through a period of great change. Each year requires new efficiency savings and that means reshaping the delivery of essential services for its 800,000 residents to ensure the highest possible standards are maintained.

Essential to this is having a clear view of its finances and since 2011, CGI has worked with the council to build a system that can keep up with its rapidly changing needs. The partnership equips NCC to address new challenges as they arise and use technology that will enable it to continue meeting the needs of the public in the years ahead.



Real-time view of finances

The starting point for the partnership was NCC's need to improve productivity by obtaining a real-time view of its finances. At the time, an up-to-the-minute view was difficult to achieve due to the multiple systems that were running across the authority.

CGI helped NCC to consolidate its HR, finance, procurement and reporting systems into one central solution. As a result, NCC now has the ability to track its costs against budget day by day, minute by minute. A major advantage for a council that provides more than 400 services to people living, visiting and working in Nottinghamshire.



Staying in control

The implementation of a Purchase to Pay solution has been instrumental in helping the Council to adhere to our Financial Regulations and improve compliance. The purchasing functionality allows NCC to direct services to make use of corporate contracts and approved Vendors, with agreed prices and products and services fit for purpose.

Raising online purchase orders produces commitment information which helps Budget holders to control and monitor spend in real time and provides Vendors with an official request for goods and services.

Analysis of spend by Vendor and contracts is also readily available to support decision making when awarding new contracts. By implementing an invoice management solution CGI has helped the Council to revolutionise its Accounts Payable processes. This has improved accuracy, visibility of liabilities, create standard processes and consistency therefore reducing processing times and provides NCC with full documented history of all activity undertaken.

It has reduced duplication of effort, time spent searching for documentation, staffing costs and storage requirements. All of which ensures staff can concentrate on delivering front line services effectively.

Having all this information in one place and in real time allows NCC to deal effectively with Vendor queries and target areas of poor performance, all of which contribute to ensuring the Council can maintain and improve on payment performance. This has also enabled the Council to make better advantage of claiming early payment discounts where arrangements are in place.



Transfer of knowledge

Staff at the local authority have gained a wealth of knowledge and expertise from working closely with the team from CGI and through dedicated support programmes that CGI has provided over the years.

As a result, NCC staff have more in-house skills to manage the day to day running of the system. This means CGI's expertise can be focussed on providing much more specialist help and delivering service innovation in the management of areas such as payroll, teachers' pensions and GDPR compliance, helping the council to get maximum benefit from its investment.

NCC places great value on its relationship with CGI and has recently extended the partnership. The two organisations continue to work together to provide the bedrock for driving efficiency and maximising budgets across the local authority in the years to come.



“Our relationship with CGI is very much built on a partnership and the work the team has done has played its part in enabling us to support the delivery of savings”

Sarah Stevenson,
Group Manager –
Business Services Centre,
Nottinghamshire County Council

