

Helping Nottinghamshire County Council meet changing citizen needs

For a decade, CGI has worked in partnership with Nottinghamshire County Council to support their digital transformation.

Nottinghamshire County Council (NCC) works hard to serve its citizens. In recent years it has funded the maintenance of over 94,000 street lights, served over eight million meals in its schools and helped 6,645 older and vulnerable people live more independently.

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

Successful digital transformation underpins this, and CGI has worked closely with the council for over 10 years to bring together many of the business-critical systems using an integrated SAP solution.

The positive impact of change has been seen across the authority. CGI has helped provide the local authority with a clearer picture of council finances, more effective communications with citizens and opened the door for new digital services to be brought online.



Key benefits

- Real-time view of finances
- Smooth debt management and review process
- Improved efficiency
- Increased email response rates



Improving citizen services

Introducing new digital services and improving communications with citizens is key for the council. One area for focus was its revenue and debt management processes and communications. The council wanted to improve communications with citizens when they were being contacted directly by email about payments and debt management and provide them with more digital payments services.

A new system was put in place allowing the council employees to generate quickly and easily specific communications tailored for different citizen groups in pre-defined templates. This ensured that the communications were more obviously identifiable as official council communications and the information provided was in a clear and more digestible manner. New options available for payment such as online direct debit payments and ability to set a preferred payment method were provided to help payment compliance and prevent debt.

The changes have reduced outstanding payments and enabled staff to focus on responding to incoming enquiries and improved the experience of people making payments.



Providing a real-time view of finances

At an overall council level, NCC wanted to ensure that it had a real-time view of its finances to improve productivity. When the council began its partnership with CGI, an up-to-the-minute view was difficult to achieve due to multiple systems running across the authority.

We helped NCC to consolidate its HR, finance, procurement and reporting systems into one central SAP solution. As a result, the council has been able 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.



“We are constantly evolving and embracing new technologies that allow us to work smarter and harder for the people of Nottinghamshire. 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 and improve citizen services”

Sarah Stevenson

Group Manager,
Business Services Centre,
Nottinghamshire County Council

Digitising local government

With changing regulations and requirements, any system needs to be flexible and able to adapt to different requirements. When the council wanted to move all its tax records digitally more recently, we developed a solution that meant all the financial data was moved to be stored electronically and can be shared securely with the HMRC. The solution is fully integrated into the existing SAP system and simplifies the overall VAT registration, information collation and submission process.

This has enabled the council to submit electronic tax and VAT submissions easily, saving many hours for employees and improving reporting.



A trusted advisor

We have developed a strong relationship with Nottinghamshire County Council over the years, built on our collaborative working approach and drawn on our team's many years of experience to understand the council's needs.

Our work will continue to ensure the local authority has the systems and tools it needs to drive its digital transformation journey forward and deliver positive results for employees and citizens.

66
elected
councillors

Serving a population
of nearly
800,000

56
electoral
divisions

7
district
councils



About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 77,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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