

Level

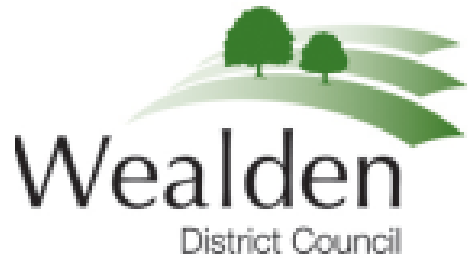
Tier

Scope

Customer

District, County, Unitary

Customer Services



My Wealden

Characteristic(s) / CSF(s):
Managing Expenditure
Use of Digital and Technology



Problem and Approach

- The aim is to be financially self-sufficient by 2021/22 whilst improving access to services for residents and customers resident in neighboring areas.
- “My Wealden” is the new online self-service portal, designed to help residents, as well as customers living outside the district, to use online services.
- Customers can now create an account, which gives them quick and easy access to popular services and helps them keep a record of their contact with the council. These services include waste enquiries, street scene, reporting pollution, property name changes, registering an address and paying a parking fine amongst others.

Outcomes

- By utilising new technologies they were able to transform their services, improve digital access and reduce the strain on the customer contact centre.
- 200k in efficiency savings
- Contact centre enquiries have decreased by 18%

<http://www.wealden.gov.uk>



The public sector transformation partner