

2024/25

2025/26

2026/27

2027/28

Environmental Health & Licensing System

Housing Improvement (service review outputs)

Democratic Services and Elections Software

Actions from Customer Access Strategy

Corporate Payment Solutions

Corporate Website Review

Case Management Complaints, FOI

Waste Back-Office

Customer Booking Processes

Finance Dashboards

Contact Centre Infrastructure

Corporate Telephony

End User Computing Refresh (AB)

Projects in second term to be determined with Leadership Team, based on priority need and supporting Council strategies such as MTFs, People and Transformation

Mid-term review

Digital and Customer Project Delivery Roadmap

Our services have the right resources and are modern, responsive, efficient and effective.

Our customer and digital transformation plans are delivered meaning customers can connect with us and use our services easily.