

Getting on board with summer projects

SDS have been busy working with our partners on a variety of projects.

In this newsletter we are focusing on the work we have done with Tandridge District Council to support the development of their new website.

This month we have been sharing the work we are doing across Kent at the SOLACE in the South East Conference and the Socitm Spring Conference and we have created a storymap of the SDS Teams projects, check out the link below.

We are currently lining up our summer projects so do get in touch if you have any work coming up we may be able to support you with.

Tandridge website redesign

The SDS team have been supporting Tandridge District Council with their website redesign project.

We started work on the project in March and the new website is due to go live in the summer so it is a fast paced and exciting project. Jane has carried out an appraisal of the existing site and has been exploring best practice in website design, reviewing design principles and investigating what is trending this year. She has combined this with feedback from user research into what people like when accessing council sites. This has enabled Tandridge to create a clear design brief for the web developers who they have now appointed.

In March Jane facilitated a structure planning workshop with staff from each service area to engage staff in the redesign process and help develop the top level framework for the new website.



Jane's next task was to run an online card sorting exercise to test this framework with Tandridge residents, the results of which have been fed back into the framework plan and are now helping to form the basis of the menu structure and hierarchy of pages ready for the design stage.



The next stage will be usability testing once the prototype site has been built.

Following on from this project, we are hoping to be working with Maidstone Borough Council on their new website, where we should be able to share all the knowledge and feedback gained from the Tandridge redesign.

If you would like to know more about this project please let us know and look out for the new website in the summer.



SDS attend the Socitm Conference

The SDS Team were invited to attend the Spring Socitm Conference in London on Thursday 27th April. The conference involved a variety of guest speakers from across the ICT sector, local public services and private sector partners.

The conference offered a great platform for us to see and catch up with our existing partners (always nice to see some friendly faces!) as well as offering us the opportunity to meet and chat with other representatives, not only from the public sector, to forge new relationships.

The conference focused on building the business case for service redesign, developing an understanding of the policies and working practices that underpin successful transformation. With a successful transformation program in place, this would then accelerate better outcomes and savings for local public services.

This year's Spring Conference focused on a **Simplify, Standardise and Share** theme.

Key issues discussed:

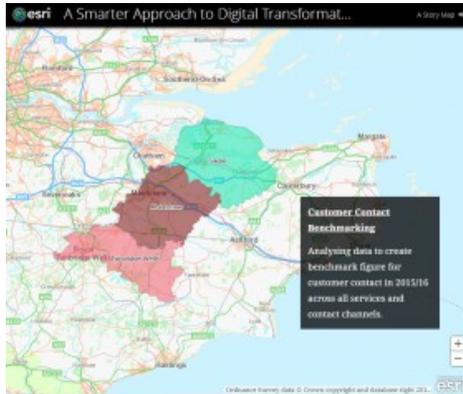
- Better use of data
- **Simplified** – re-designed to deliver better outcomes
- **Standardised** – built on open, common, interoperable standards, components and capabilities
- **Shared** – collaboration, shared services, adopt and adopt

There were some superb speakers on the day, one of which was William Benson, Tunbridge Wells Chief Executive, who presented a selection of SDS projects that attracted a great reception from the audience and prompted conversations with various representatives regarding our work, methods and approaches.

SDS Team's Storymap

We have used the software used by the GIS Team, ArcGIS, to create a storymap of the SDS Teams previous and existing projects.

The platform is a great way of telling a story in an interactive space that is visually stimulating to the reader.



Why don't you check it out by following the link below:

<http://smarterdigital.info/sds-story.html>

While you are there, have a look at the new layout and content of our website. We have tried to set out clearly all the services we offer, let us know what you think.

KCSG meeting Monday 8th May

Looking forward to seeing you all at the next Kent Customer Service Group on 8th May 10.00 – 12.00 in Room 6E, Maidstone Borough Council Offices, Maidstone House, King Street, Maidstone ME15 6JQ.

At this meeting:

- EventApp will be demonstrating the app that Shepway have recently introduced
- Tonbridge and Malling will be sharing the work they have done to develop a new intranet
- Maidstone will be updating us on their failure demand work

Please let [Catherine](#) know if you will be attending and any colleagues who may wish to join us.

If you need to contact us, details are below:

Catherine Bright SDS Team Manager

Catherine.Bright@TunbridgeWells.gov.uk

Jane Haselden SDS Digital and Website Consultant

Jane.Haselden@TunbridgeWells.gov.uk

Dom Taylor-Langley SDS Business Analyst

Dominic.Taylor-Langley@TunbridgeWells.gov.uk

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