



Welcome to the latest edition of the SDS newsletter

We hope you are all keeping well and looking forward to the Easter break.

Here at SDS we have been busy working on projects for all 12 of our partners. In this newsletter we have highlighted just a few.

We have been working with Sevenoaks District Council to help them to [reduce avoidable contact](#). We analysed data, listened to calls, held workshops with the Customer Solutions team and created an online form to capture more detailed call information. All this work has led to a greater understanding of the drivers of the telephone calls and recommendations for how to reduce avoidable contact.

This year we have welcomed three new partners Teignbridge District Council, Sefton Council and mhs Homes. We have already delivered [training courses for managers and content editors](#) at Teignbridge District Council to help them improve their website content and ensure it is meeting user needs.

We have also delivered [SharePoint training](#) for Staff at the London Borough of Bexley. They have moved from a shared network drive to SharePoint and we helped to prepare staff for the change. There are lots of things about SharePoint that we really liked, find out more in our blog.

Don't forget as partners you have free access to our e-learning courses through our e-learning platform Connect-to-Learn. There are currently [two courses available](#) on there; 'an introduction to digital accessibility' and 'how to create accessible documents', along with all

the Summer of Accessibility recordings from last year. We are hoping to add 'writing for your customers' and 'creating good content' shortly. Our next project for e-learning will be to create a Cyber Security course with Kent Connects.

We will organise a partner meeting soon as it has been too long! If anyone has any suggestions of topics they would like to discuss please let us know.

Blog posts



[Reducing avoidable contact in Sevenoaks](#)

Sevenoaks District Council are seeing a sustained increase in calls. They asked SDS to help them understand the drivers for the calls and identify any avoidable contact.



[Is your website content meeting customers' needs?](#)

Teignbridge District Council are working to ensure their website content is meeting their customer's needs. SDS are helping by delivering training for management and content editors.



[Moving from a shared network drive to SharePoint](#)

The London Borough of Bexley are replacing their shared network drive with SharePoint. Here are some of the things we liked about SharePoint.



[New digital accessibility e-learning course](#)

Many local authorities are now accessing our new digital accessibility e-learning course. We hope this course will be helpful for you and your organisation too.

We are here to help, please get in touch:

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