



# National Rural Conference

## Transforming Tewkesbury Borough through digital and data

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# About Tewkesbury Borough



- A rapidly growing area known for its diverse communities, rich natural environment, and strategic connectivity.
- One of the fastest-growing areas.
- Strong economy with a thriving mix of traditional and modern industries.
- Strategic priorities focus on caring for people, place, and the environment, with a vision of “supporting people, strengthening communities.”

# LGR in Gloucestershire



- Gloucestershire currently operates under a two-tier system: one county council and six district councils.
- The government's devolution plans propose moving to unitary authorities for greater efficiency.
- Councils submitted an interim proposal in March 2025 outlining three unitary options: one county-wide, an East/West split, or a Greater Gloucester model.
- A final proposal will be submitted by 28 November 2025, following public engagement and council review.
- The chosen new unitary structure could be introduced by April 2028, following shadow elections in 2027.

‘Maximising our digital capabilities and fostering a collaborative culture to deliver outcomes that **‘support the people and strengthen the communities of Tewkesbury Borough.’**’



# Digital leadership

- Investment in transformation directorate
- Organisational structure supports digital
- Strategic decision-making
- Lead member for transformation
- Digital strategy



# Digital culture

- Prioritise user experience
- Innovative and experimental
- Challenge what, where, why and how
- Encourage collaboration outside of borders and sector
- Commitment to regular communication



# Digital tools and skills

- PMO, developers, BAs, web dev, IT, comms
- Low code technology
- Process awareness and re-engineering
- Agile approach
- Consistency in look and feel – brand
- Digital apprenticeships

# Impact for our residents and services



87% garden waste renewals online



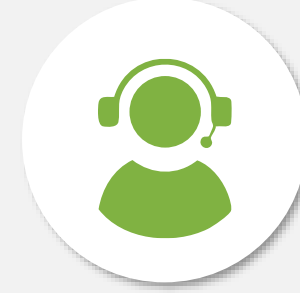
Visits to public GIS hub in six months



42% decline in formal complaints



Online planning funding



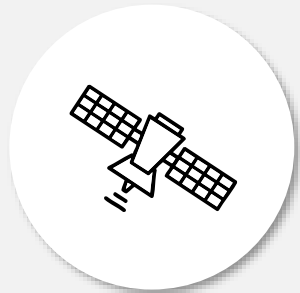
75% reduction in time for local land searches



WordPress website development



RPA in food vouchers saved **98%** officer time



Satellite data and EA datasets now informing flood response



**50%** reduction in missed bin reports



Time saving on FOI reporting

# Impact for our residents and services



LLM streamlining customer calls:

- 50% reduction in wait times
- 17% in abandoned calls
- 40% shift to online



1000 hours saved in room booking processes



Drop in incorrect "report a problem" submissions



Dashboards with live data saving hundreds of hours



Automated communications through text and email



2000 hours saved in HR processes



87% improvement in lead time for bulky waste



# What's next

- New digital strategy in the context of LGR and the government's white paper.
- Collaborating with partners – setting our digital ambitions and principles – DDaT is being recognised in Gloucestershire's LGR approach
- Engaging in the hopeful discussions and action between government and local government.
- While continuing to make sure we deliver outcomes and support for our residents – becoming Future Ready.
- (All while navigating the many challenges the sector faces)