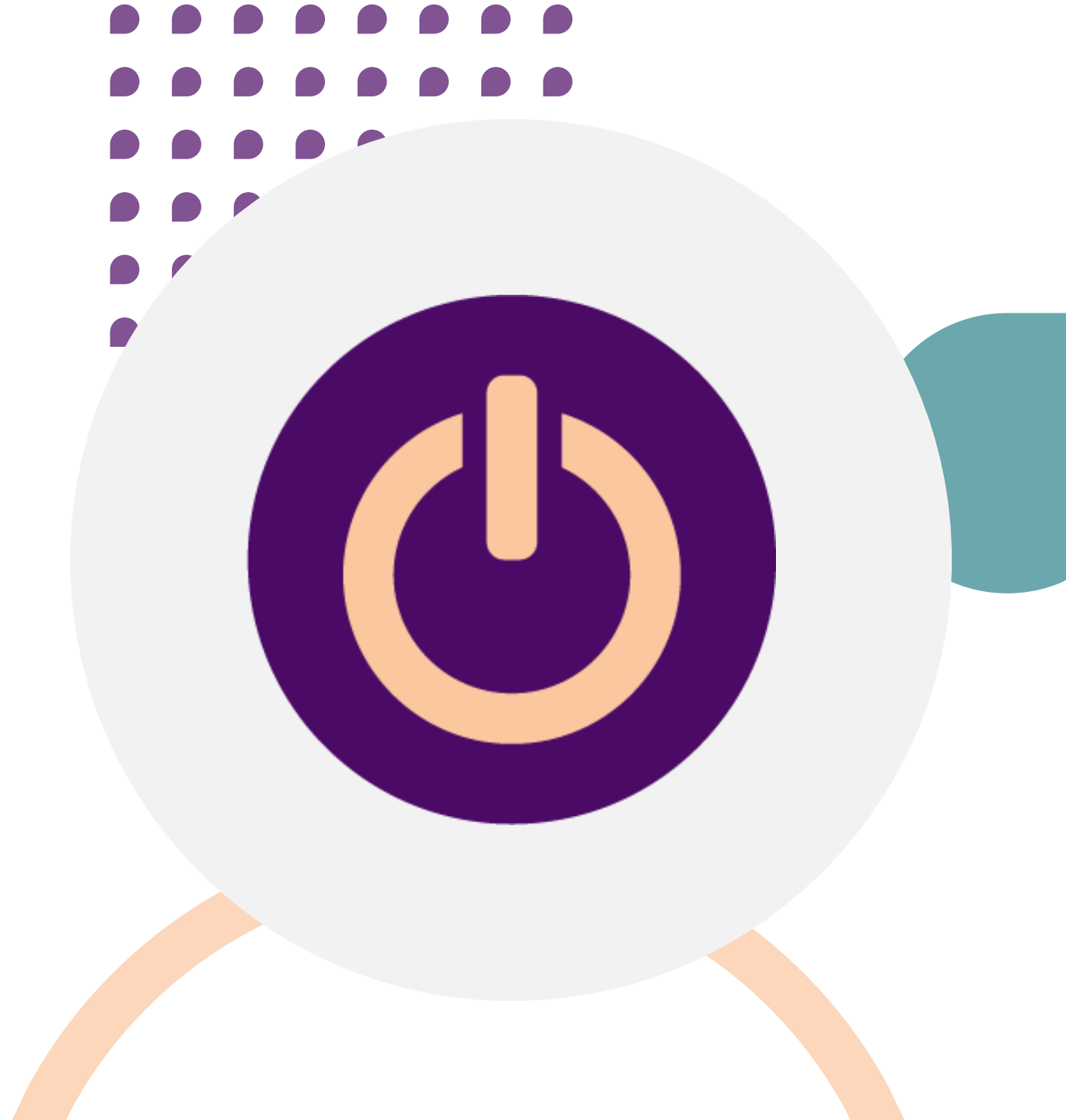


GDSS

Powering Digital Public Services

6th March, 2025



History of GOSS



1999

GOSS is formed

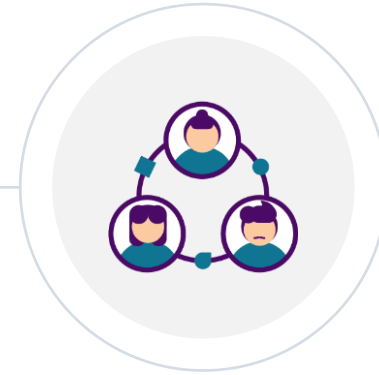
GOSS is formed and becomes one of the largest web CMS providers across the UK public sector.



2012

GOSS Digital Platform released

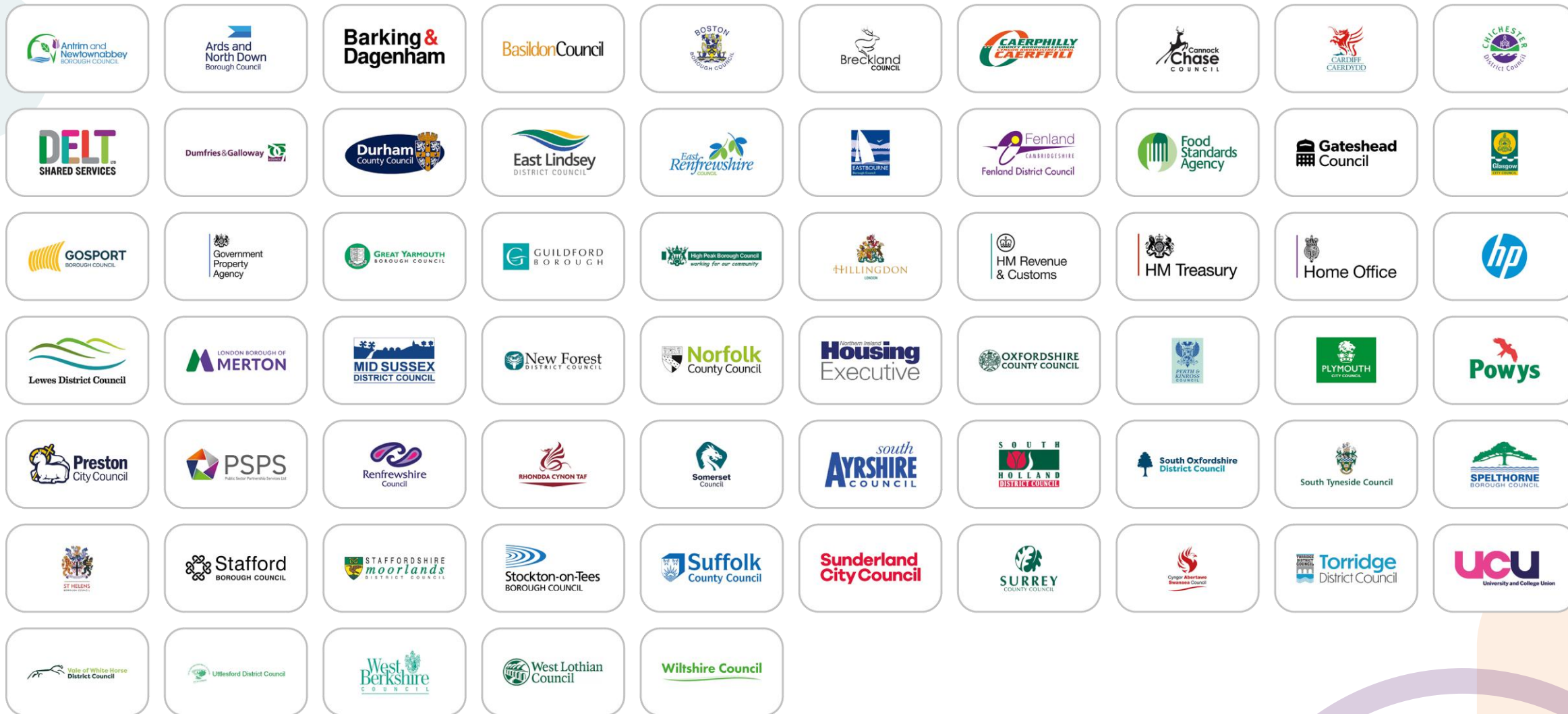
GOSS release the first iteration of the GOSS Digital Platform – providing a replacement CRM capability.



2020

GOSS no-code case management

GOSS release their no-code case management solution to easily track and manage customer requests.





Digital Self-Service in the Public Sector 2025 Reports

Challenges preventing digital transformation



Cost of digital transformation

81% of public sector respondents say the cost of implementing digital transformation is prohibitive. Further 78% say the cost of moving from one system to another is too much of an undertaking.



Systems inadequate for digital transformation

80% of public sector respondents say it's difficult to integrate digital self-servicing with their existing systems.

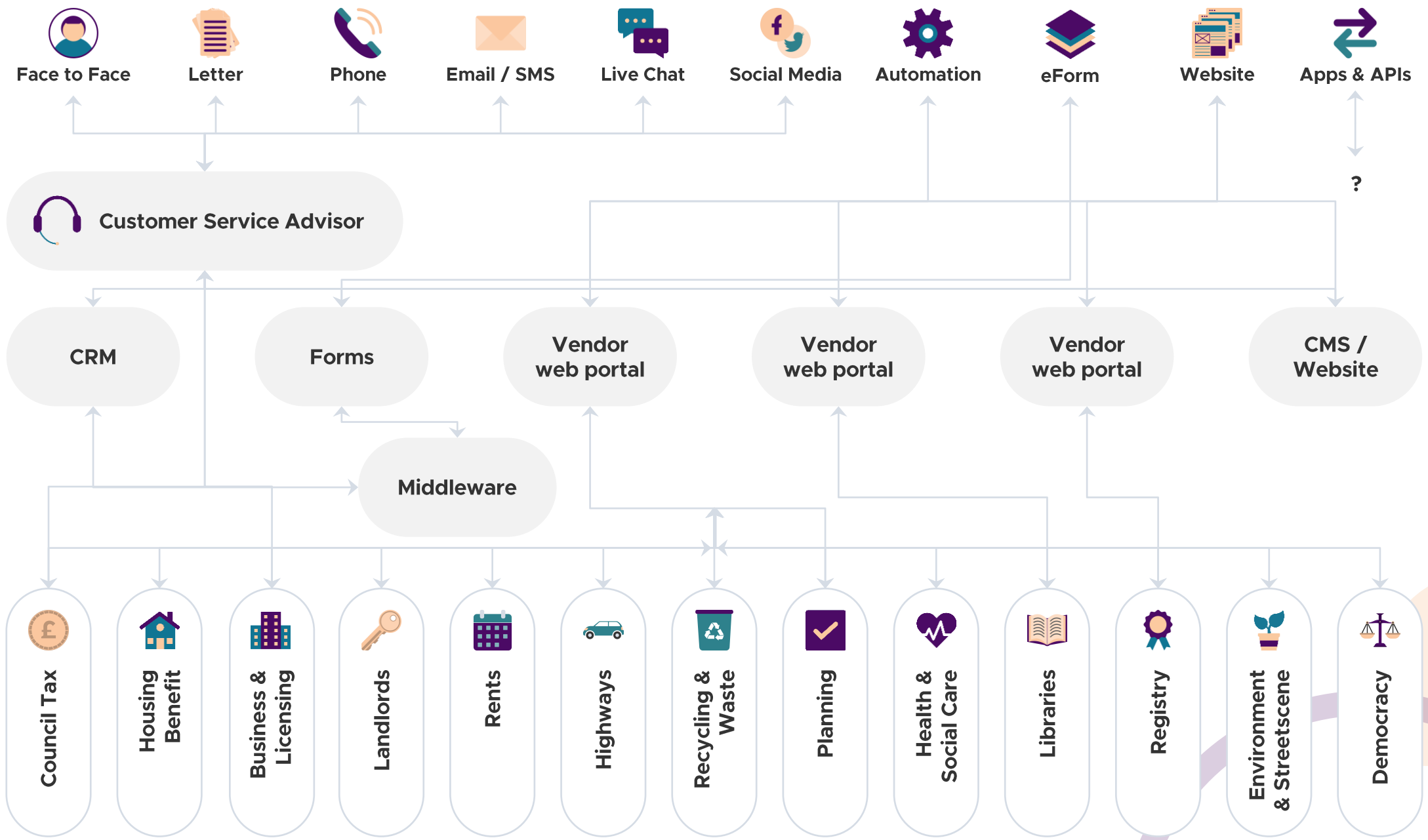


Staff skill shortages

81% of public sector respondents say – their organisation lacks adequate staff skills to implement digital transformation.



**A common approach
transformation**



Sign in or register

At the moment, there are separate accounts for signing in to different Council services. Pick the right one for you.

Report or order something

Council Tax

Benefits and Council Tax
support

Business rates

Libraries

Job applications

Resident parking schemes

Pest control

Selective licensing

Taxi and private hire

Licensing

Your accounts

Our digital services use different accounts. Choose which service you want to use from the list. You can then log in to your account.

[Housing benefit and Council Tax reduction](#)

See details of your housing benefit claim, including your next payment.

[Waste and street cleaning](#)

Check the details and progress of your orders and requests.

[Jobs at the council](#)

Search and apply for jobs or sign up for job alerts.

[Libraries](#)

Join the library or renew borrowed items on the Libraries West website.

[Tenants](#)

See payments and charges on your current and previous council properties.

[Parking permits](#)

Buy or renew residents parking permits or visitor permits on MiPermit.

[Business rates](#)

See your bills, recovery notices and latest account summary.

[Complaints and feedback](#)

Tell us if you're unhappy with something we've done or give us feedback.

[Council tax](#)

Create an online account or log on to check your council tax account and get your bills by email.

[HomeChoice](#)

Apply to go on the Bristol Housing Register for council housing.

[Landlords](#)

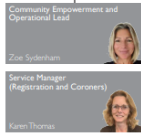
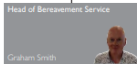
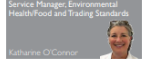
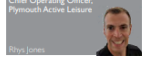
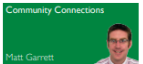
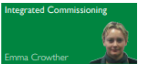
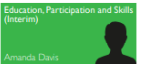
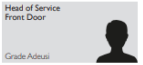
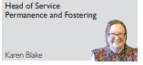
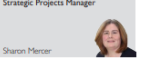
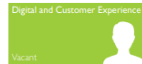
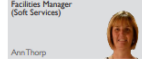
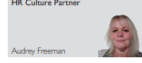
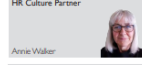
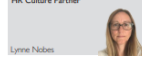
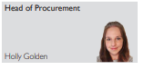
See Housing Benefit payments you're due.

[Freedom of Information](#)

Ask to see information we hold on paper or computer files.

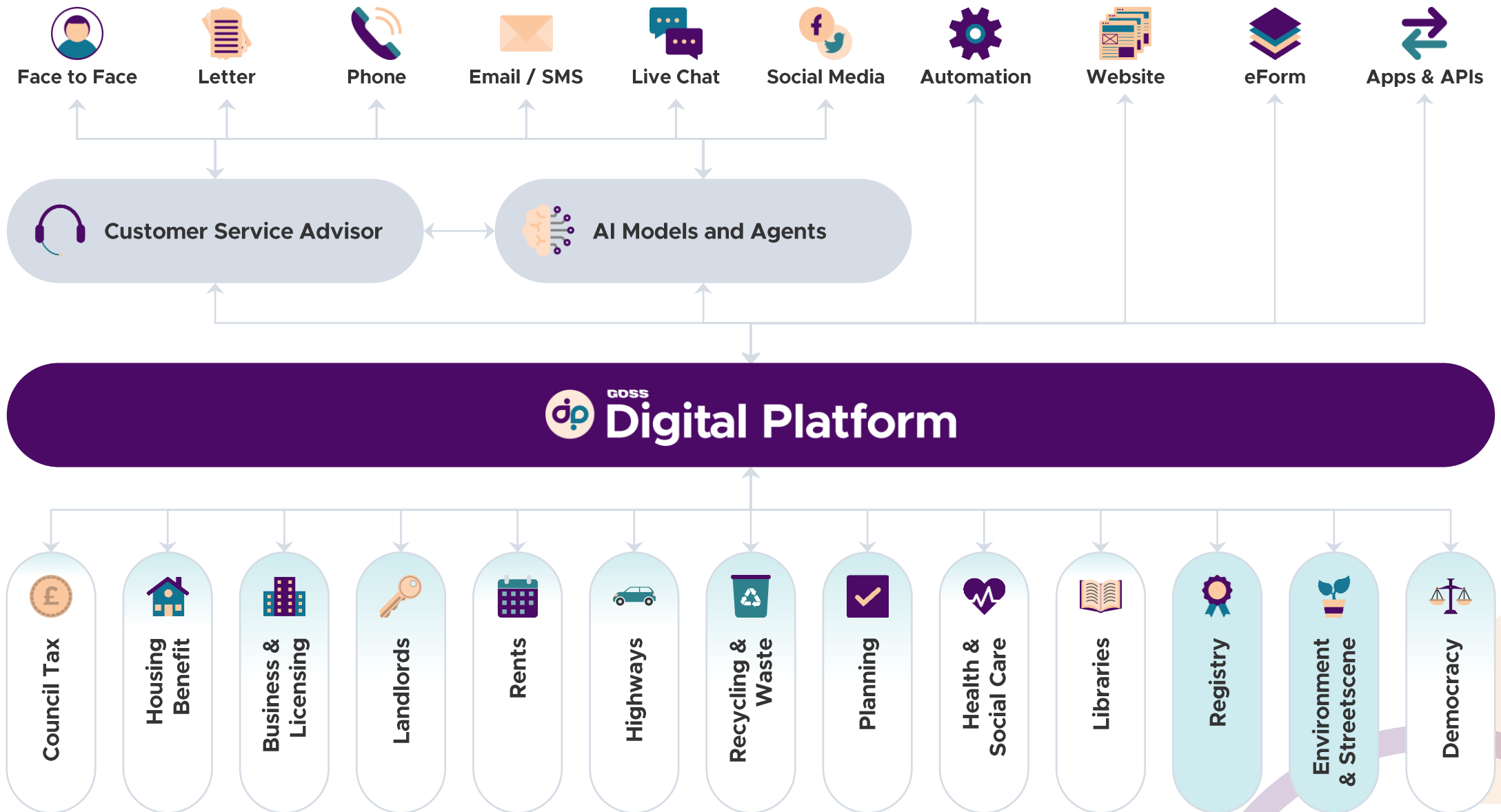
CHIEF EXECUTIVE

Tracey Lee

OFFICE OF THE DIRECTOR OF PUBLIC HEALTHDirector of Public Health
Steve MaddernCommunity Engagement and
Operational Lead
Zoe Spierman
Service Manager
(Registration and Consents)
Karen ThomasHead of Bereavement Service
Graham SmithConsultant in Public Health
(Intelligence)
Ruth HarnettConsultant in Public Health
(Children and Young People)
Julie FrierConsultant in Public Health
(Disease Prevention)
(Interim)
Sienna CulpConsultant in Public Health
(Reference Intake and Mental
Health)
Karim PatelService Manager, Environmental
Health/Food and Trading Standards
Katherine O'ConnorService Manager, Environmental
Protection and Licensing
Nicola HorneLead Manager, Plymouth Health
Observations Research
Collaboration
Gary WallaceChief Operating Officer,
Plymouth Active Leisure
Ross Jones**ADULTS, HEALTH AND COMMUNITIES DIRECTORATE**Strategic Director for Adults, Health and Communities
Gary Walbridge**SERVICE DIRECTORS**Adult Social Care and Retained
Functions (Interim)
Stephen BeetStrategic Lead
(Provision and Delivery)
Cliff MorganStrategic Safeguarding
Lead (Adults)
Jane Elliott TonicOperations Development Manager
Gareth SampsonCommunity Connections
Matt GarrettHead of Housing Standards
Dave RylandHead of Housing Solutions
Jackie KingsHead of Community Safety
Tracey NaimithIntegrated Commissioning
Emma CrowtherHead of Innovation and Delivery
Gill NicholsonStrategic Commissioning Manager
Bridget BuckleyStrategic Commissioning Manager
Mark CollingsStrategic Commissioning Manager
Caroline Paterson**CHILDRENS' SERVICES DIRECTORATE**Director for Children's Services
David Haley**SERVICE DIRECTORS**Education, Participation and Skills
(Interim)
Amanda DainHead of SEND
Lisa McDonaldHead of Access to Learning
Amanda PaddockHead of Skills and Post 16
Tina BrinkworthHead of Education and Virtual School
(Interim)
Isabelle KolinskyChildren, Young People and
Families
Fran GiblinHead of Service
Safeguarding and Quality
Assurance
Grade AduniHead of Service
Children's Social Work
Danielle TweedieHead of Service
Permanence and Fostering
Karen BlakeHead of Service for Youth Offending
Team/Targeted Support
Martine Aquino**GROWTH DIRECTORATE**Strategic Director for Growth (Interim)
Karime Hassan**SERVICE DIRECTORS**Strategic Planning and
Infrastructure
Paul BernardHead of Development Management
Stuart WingfieldHead of Spatial Planning and
Sustainable Development
Jonathan BellHead of Transport
Phil NewlineHead of Housing and Regeneration
Nick CarterStrategic Projects
Team Leader
Tim ThomasEconomic Development
David DraffenHead of Land and Property
James WattChief Executive The Box
Victoria PomeroyHead of Regeneration and Growth
Matt WardHead of Oceansgate Infrastructure
James WhitlockHead of Economy, Enterprise and
Employment
Amanda RatneyStrategic Projects Manager
Sharon MercerStreet Services
Philip RudinHead of Strategic Contracts
and Disposal
Andy SharpHead of Environmental Operations
Phil BellamyHead of Plymouth Highways
Sarah EastonHead of Commercial
Kat DeeneyHead of Environmental Planning
Kat DeeneyHead of Commercial
Kat DeeneyHead of Commercial
Kat DeeneyHead of Commercial
Kat Deeney**CUSTOMER AND CORPORATE SERVICES**Chief Operating Officer (Interim)
Jens Gemmel**SERVICE DIRECTORS**Digital and Customer Experience
VacantTransformation Architecture
Manager
Peter HoneywellProgramme Manager
Ross JohnstonService Manager
(Libraries)
Shaun StandfieldService Manager
(Business Support)
Anna ConstantinouService Manager
(Business Support)
Anna ConstantinouService Manager
(Business Support)
Anna ConstantinouService Manager
(Business Support)
Anna ConstantinouService Manager
(Business Support)
Anna ConstantinouHuman Resources and
Organisational Development
Chris SquareHead of HR Consultancy
Alison MillsHead of Health and Safety
Kirstie SpencerHead of Culture and Employee
Engagement
Jill EllisHead of Culture and Employee
Engagement
Jill EllisHead of Culture and Employee
Engagement
Jill EllisHead of Culture and Employee
Engagement
Jill EllisHead of Culture and Employee
Engagement
Jill EllisHead of Culture and Employee
Engagement
Jill EllisFinance
David NantwayHead of Finance
(Interim)
Oliver WoodhamsService Manager for Revenues,
Benefits and Transactions
Paul Walbe**EXECUTIVE OFFICE**Assistant Chief Executive
VacantHead of Legal Services
Liz BryantAssistant Head of Legal Services
Alison CritchfieldHead of Procurement
Holly GoldenRegional Partnerships Manager
VacantHead of Electoral Services
Glenda Faxon-ArkensonCommunications and
Engagement Manager
Richard LongfordCivil Protection Manager
Debbie Brooker-Evans



**So how do we do
enable organisation-
wide transformation**



Meet Mavis

Retired Nurse

- Requires a number of council services.
- Would like to do more things online.
- But initially needs help from the call centre.



Has health issues.

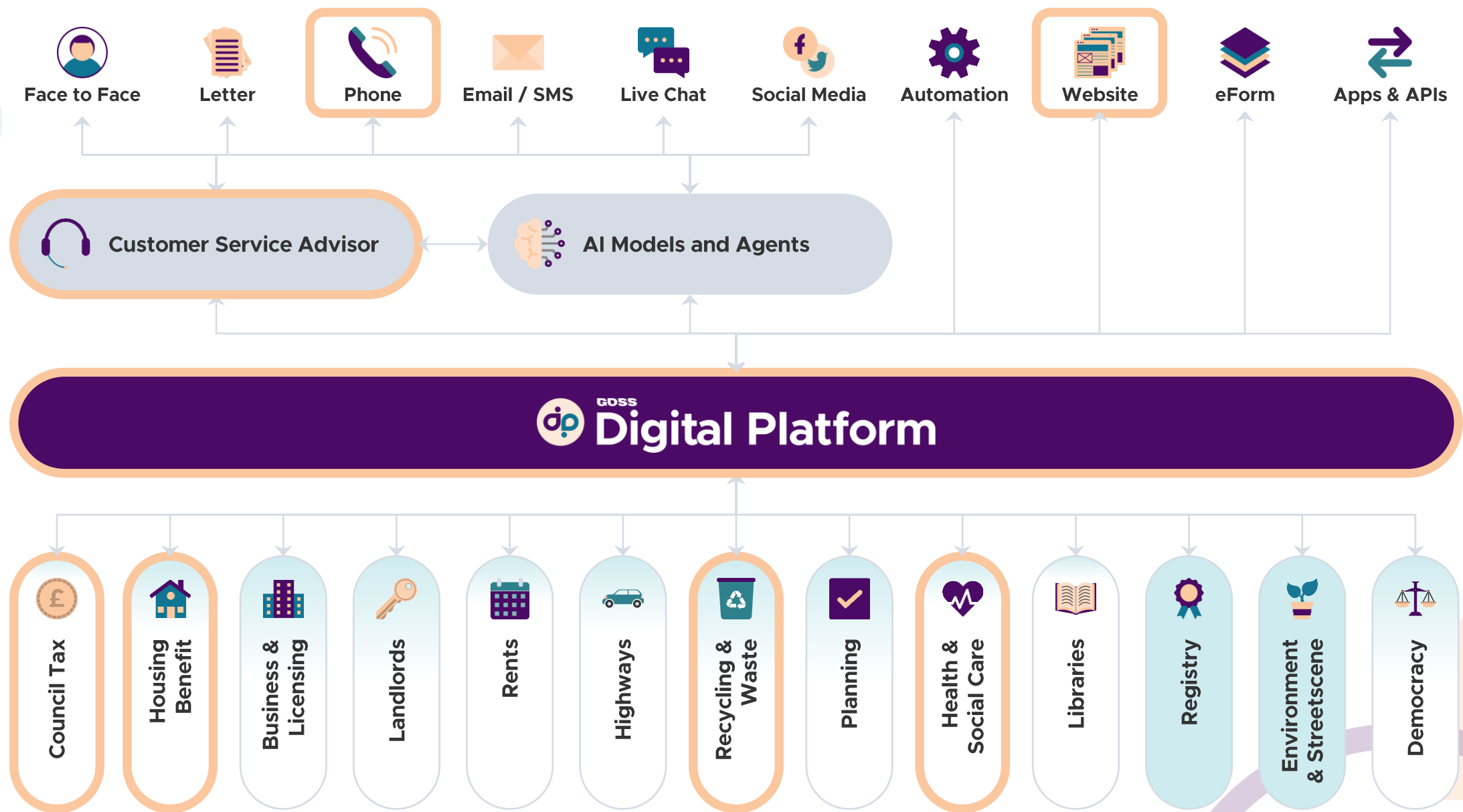


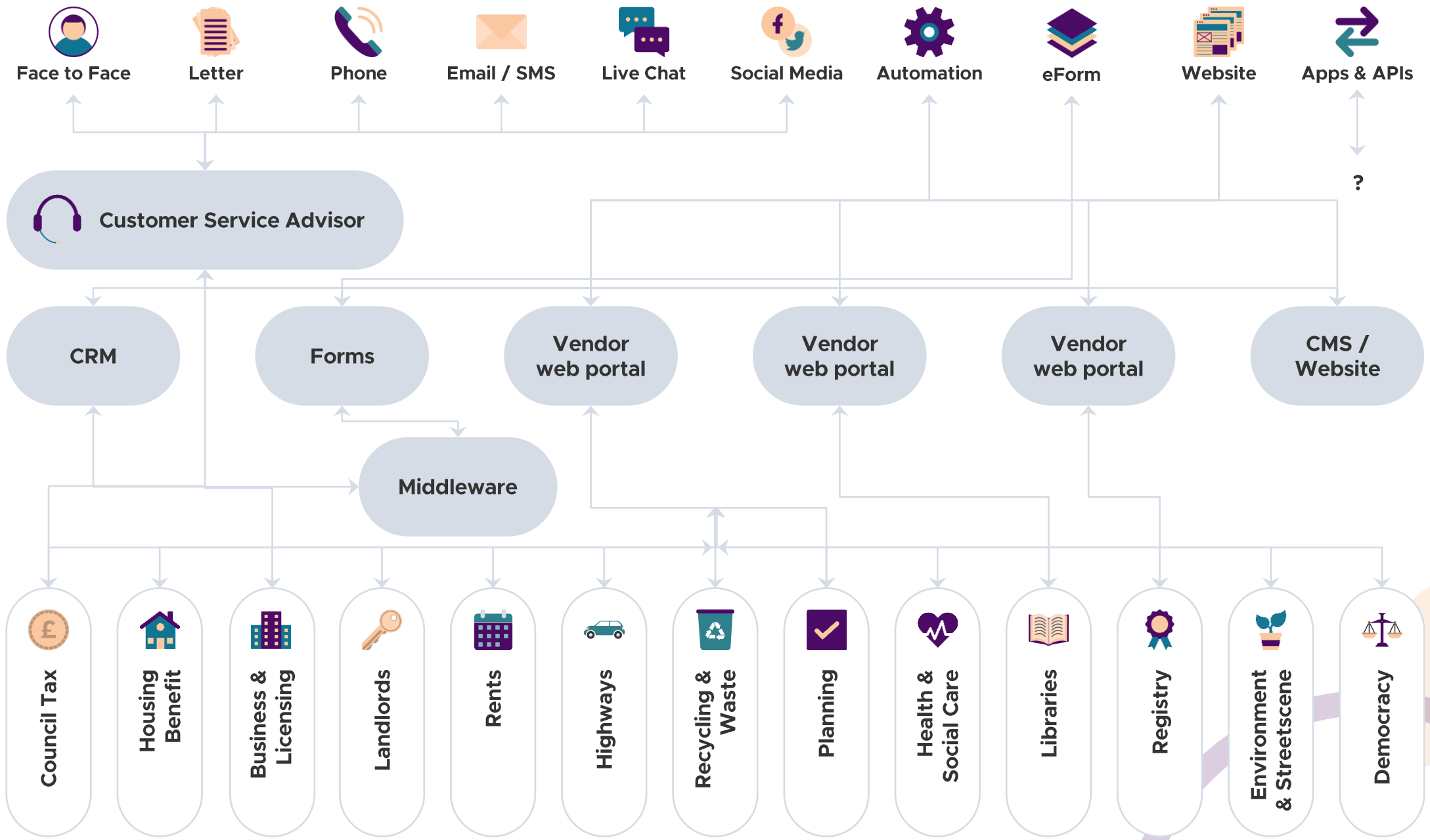
Nervous about using computers.

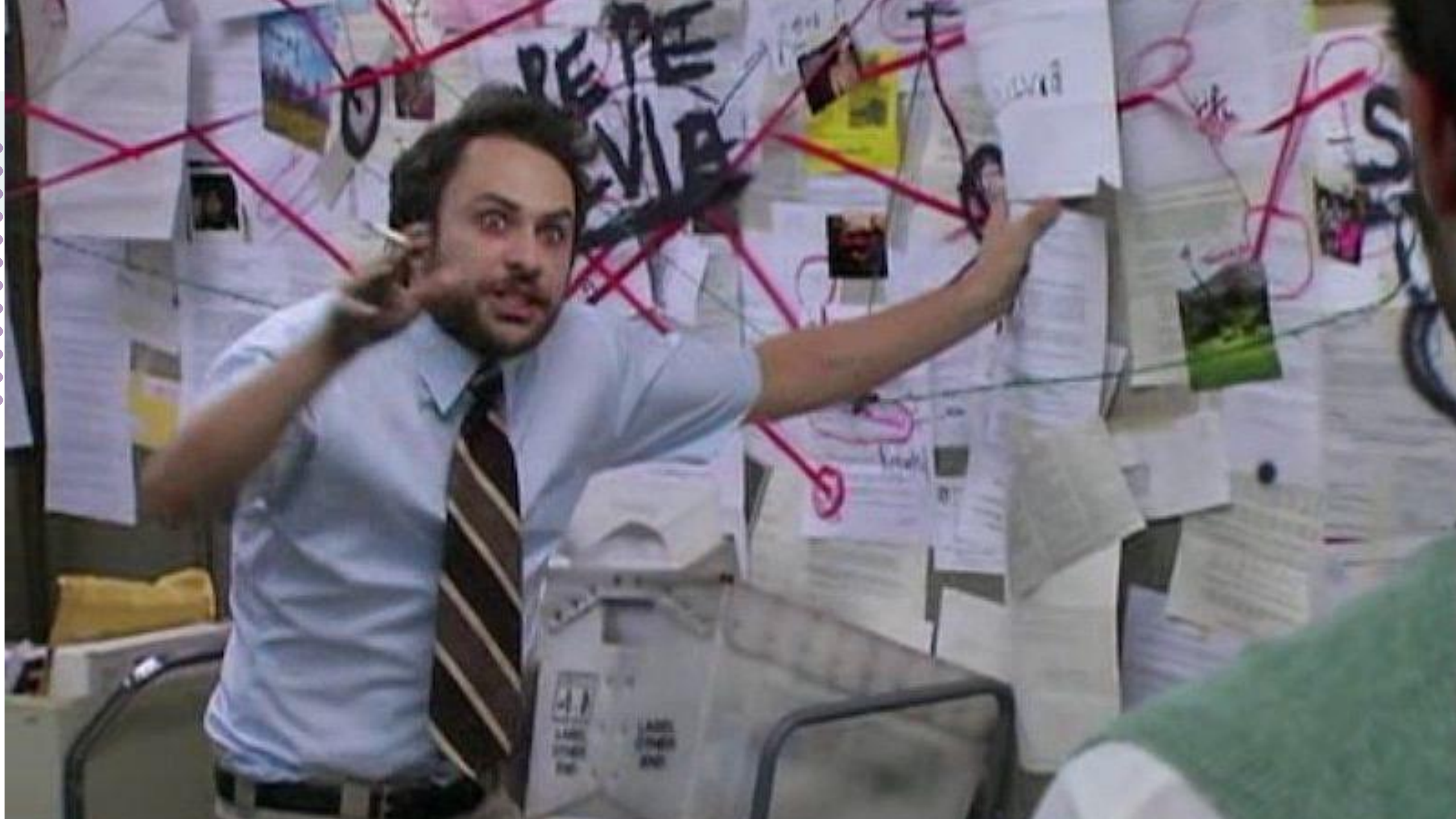


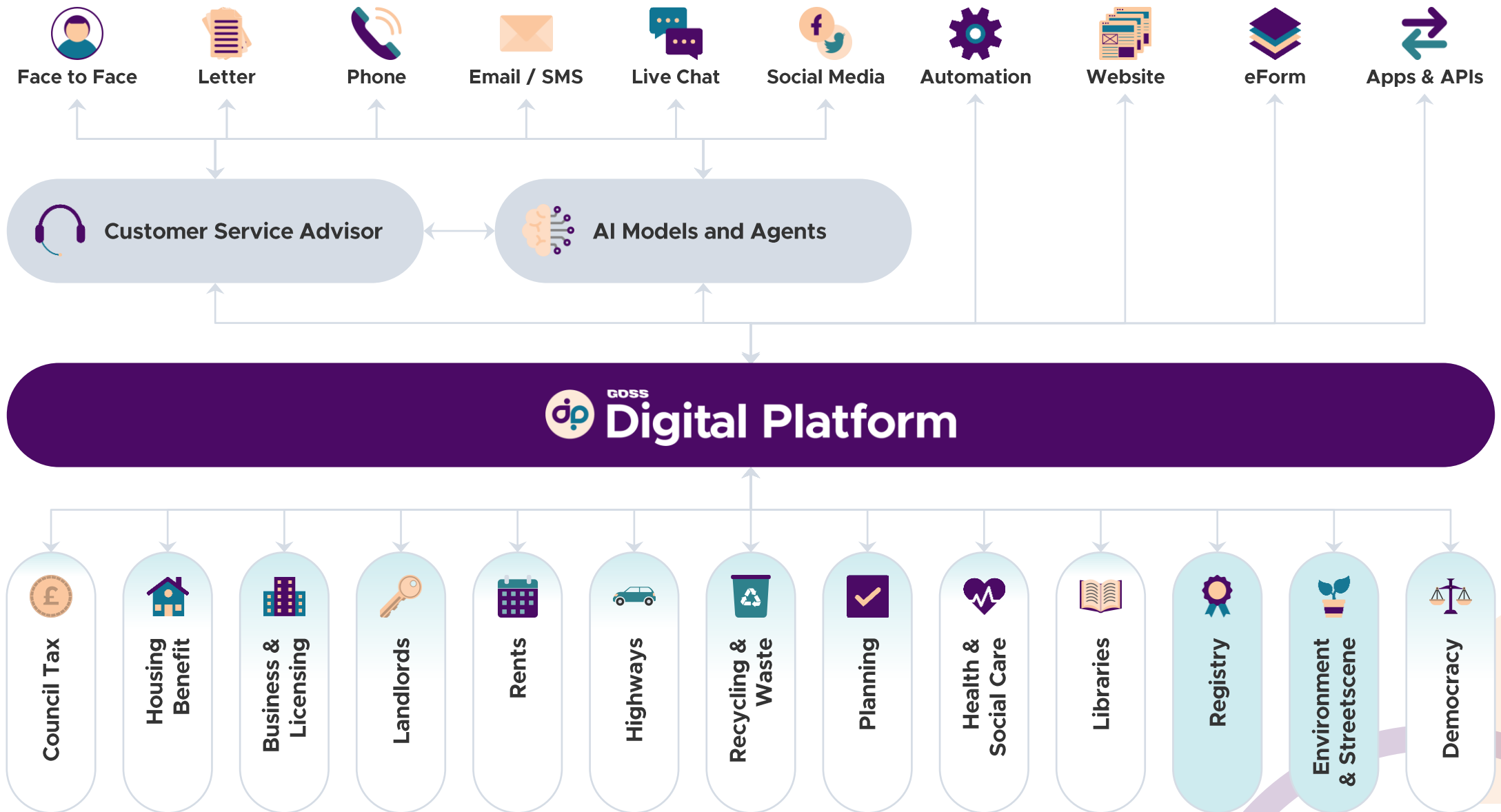
Husband recently deceased.

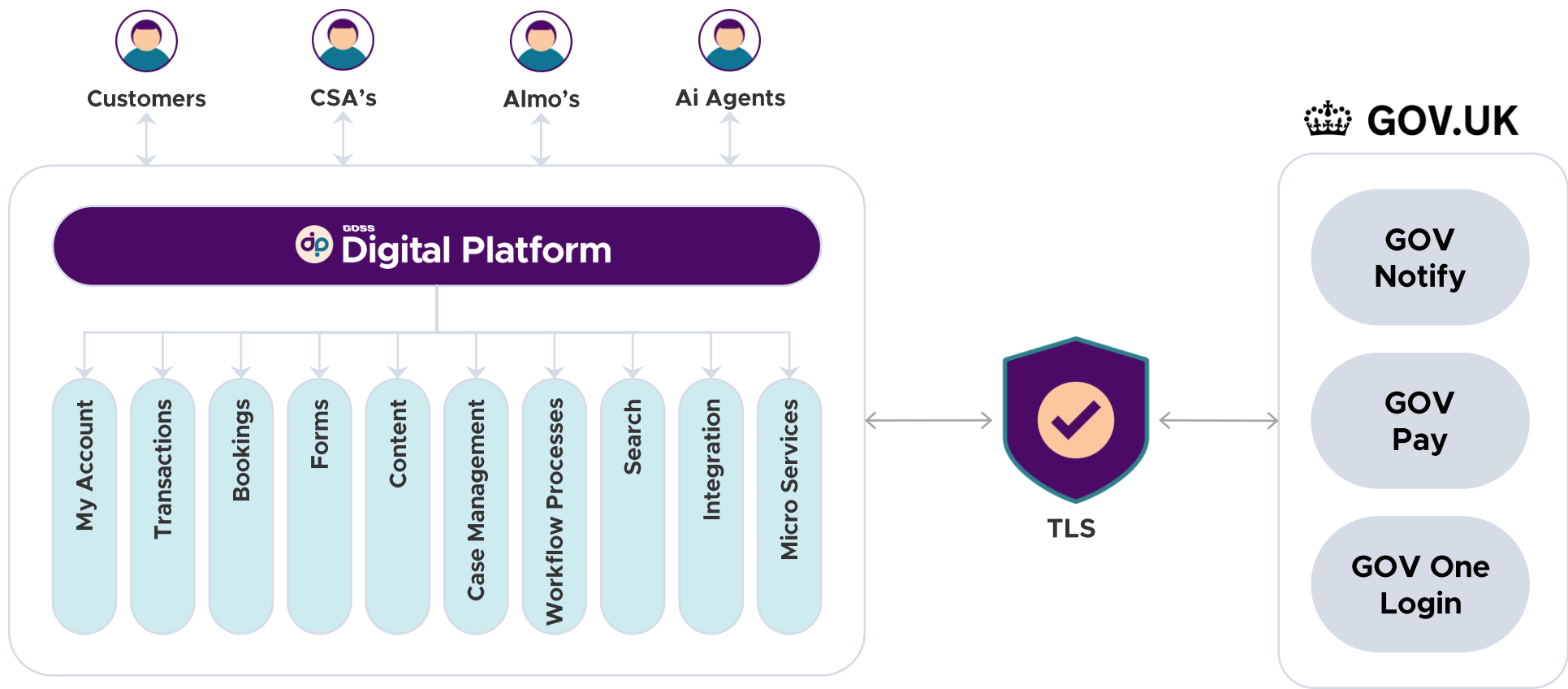














GOSS Integration Engine



API (1 or 2 Way)



Email / SMS



Import / Export



RPA / AI



SSO



Telephony / IVR



VPN / TLS

BARTEC

Capita

GOV.UK

idox

Microsoft

NEC
NEC Software Solutions

VEOLIA



GOSS Integration Engine



API (1 or 2 Way)



Email / SMS



Import / Export



RPA / AI



SSO



Telephony / IVR



VPN / TLS



OpenAI

Gemini



deepseek



Claude
BY ANTHROPIC



Meta



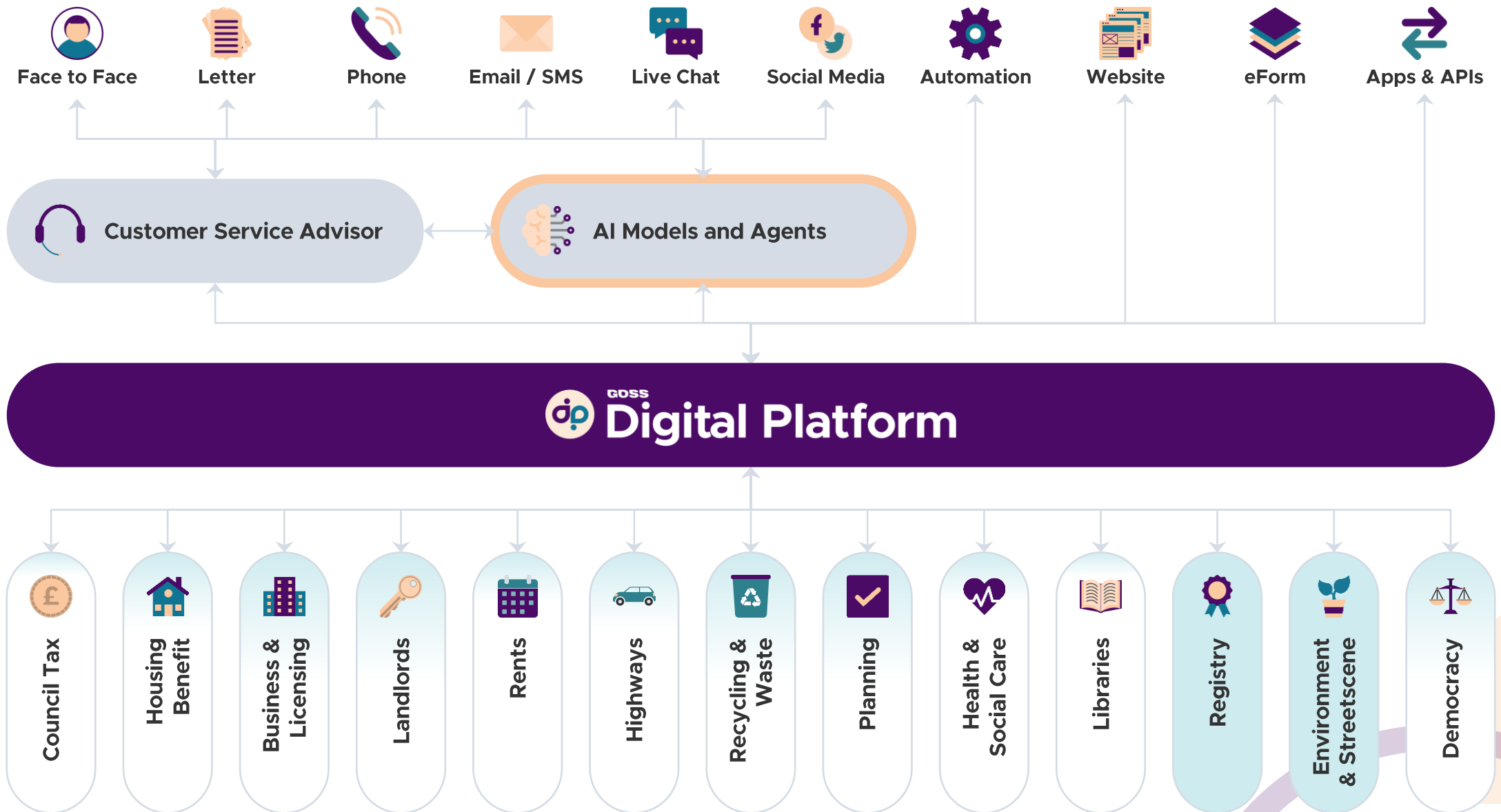
Grok



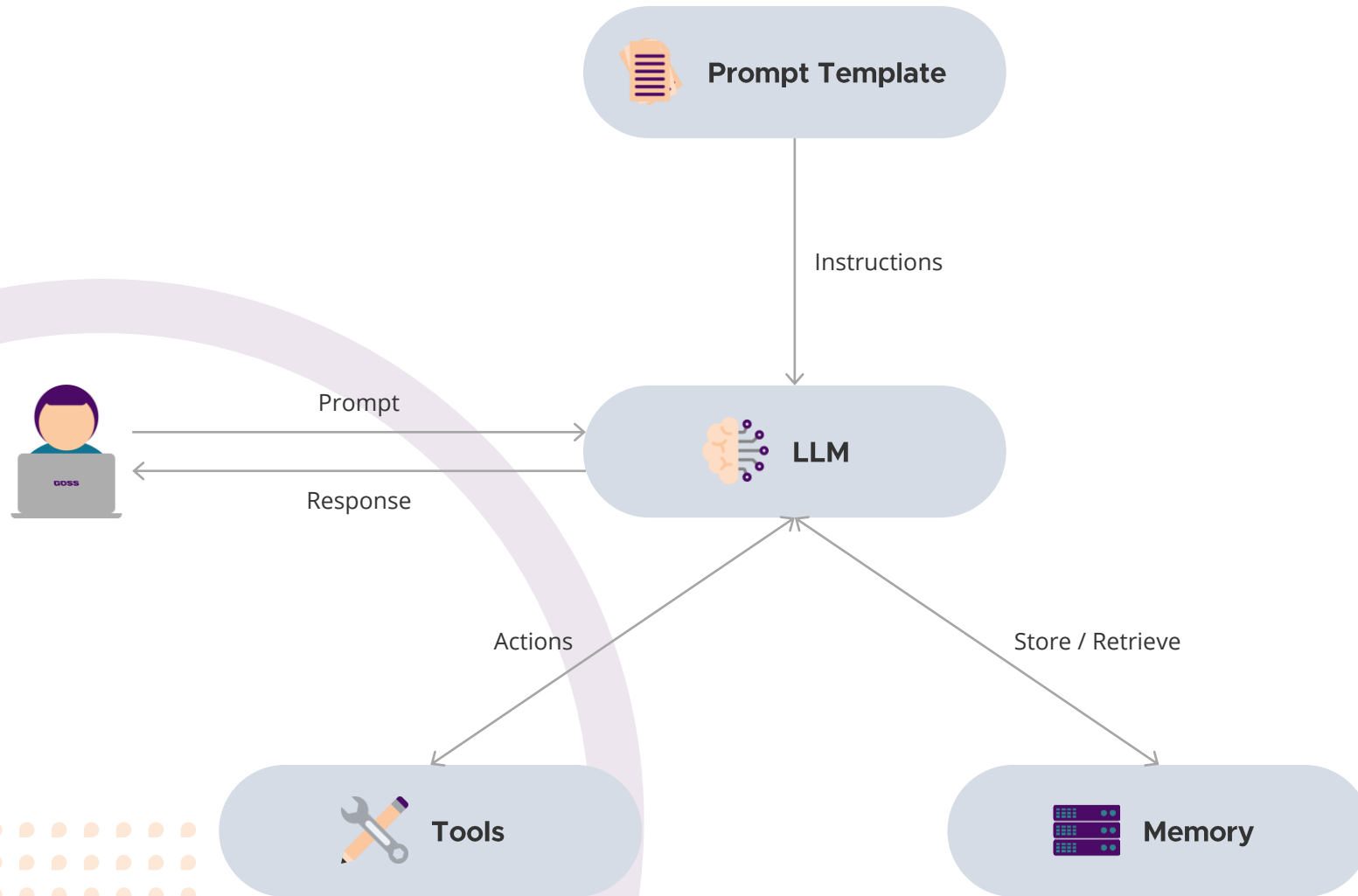
Amazon Bedrock



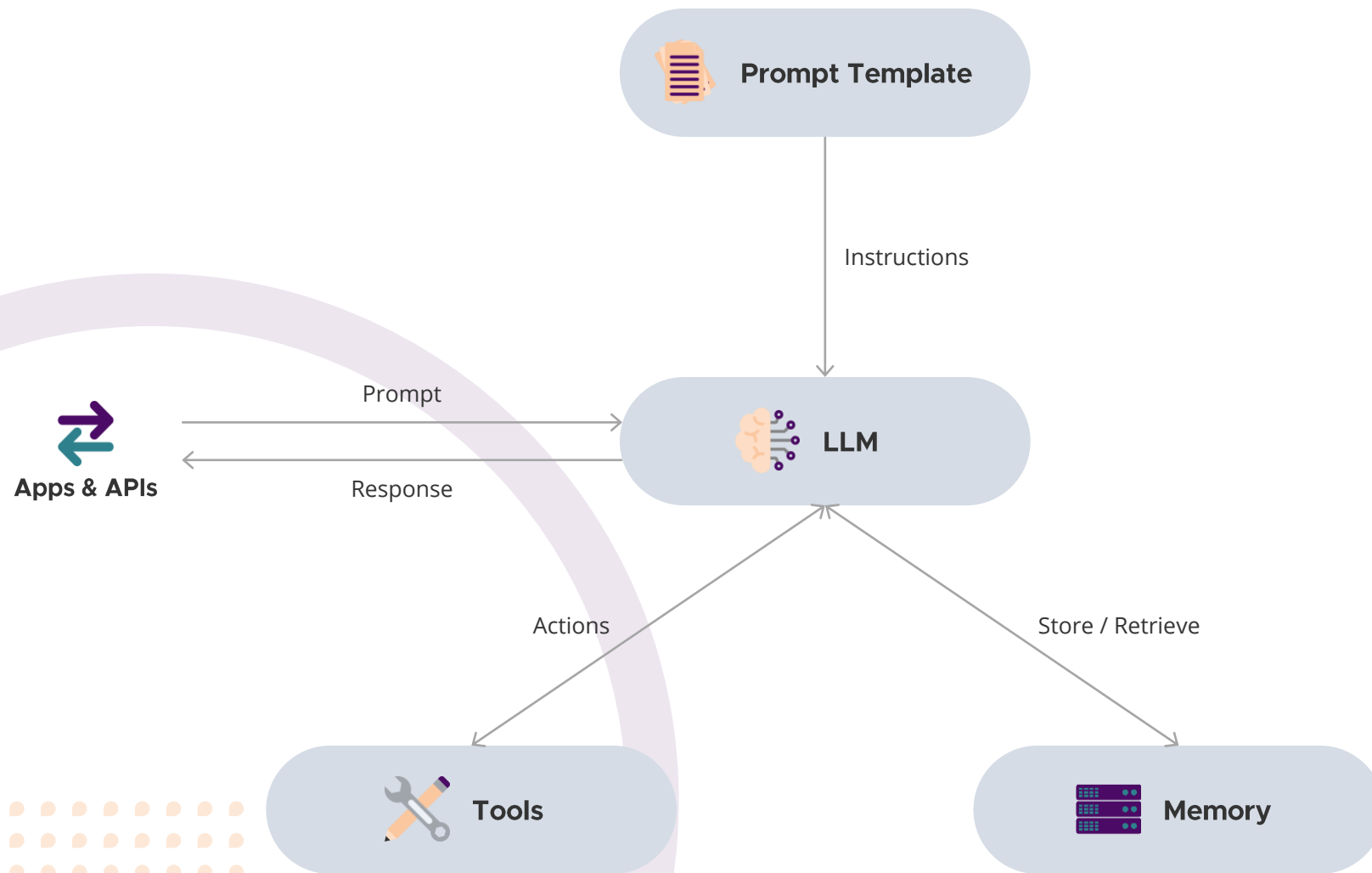
Future of Digital Transformation



AI Models



AI Models



Job advertisements

EC5 - Recruitment Request

Hi Phil Rumens

Managers must complete establishment control forms to set up new starters, notify of leavers, or to make changes to posts or to the type of contract, working hours, pay grade, location, working pattern or job title of employees.

This form is to request to recruit to an existing post. You can find forms for other changes on [the Establishment Control page](#).



Establishment Control EC5

Vacancy Information - Manager, Service, Work Location

Reports to (name of manager):*

Alan Test

Manager Post Title:*

Service Manager

Manager's Post Number:*

12345

Manager's Email Address:

a.test@westberks.gov.uk

Manager's Work Phone Number:

01635519687

Service:*

Customer Engagement & Transformation

Team:

Digital Services

Sub Team:

There may not be a Sub Team for this post.

Work location:*

Market Street Offices

Save

< Back

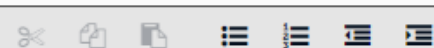
Next >

Is this useful?

Please give us feedback

Job advertisements

Job Advertisement



Digital Development Officer - Customer Engagement & Transformation Service

Market Street Offices, West Berkshire Council

Salary: Up to £25,119 per annum

Hours: 37 hours per week

Interview Date: 11/02/2024

Are you passionate about digital innovation and making a positive impact in the public sector? Join West Berkshire Council as a Digital Development Officer and play a key role in transforming our digital services to better serve our community.

As a Digital Development Officer, you will report to the Digital Services Manager and work within the Customer Engagement & Transformation Service. You will be responsible for supporting the development and maintenance of our digital platforms, ensuring they are user-friendly, accessible, and aligned with the needs of our residents and businesses. Your main duties will include:

- Collaborating with internal stakeholders to identify digital requirements and opportunities for improvement
- Assisting in the design and implementation of user-centered digital solutions
- Conducting user research and usability testing to gather insights and drive continuous improvement
- Managing content updates and ensuring accuracy and relevance of information
- Providing training and support to staff on digital tools and platforms

To excel in this role, you should have a good understanding of digital technologies and their application in a public sector context. The ideal candidate will possess the following skills and attributes:

Job advertisements

LinkedIn Post



The image is a screenshot of a LinkedIn post. At the top, there is a toolbar with icons for editing (scissors, copy, paste) and formatting (bullet points, numbered list, link, quote). The post text begins with a yellow star icon, followed by the headline 'Exciting Digital Development Officer opportunity at West Berkshire Council!' and another yellow star icon. The main text describes the role within the Customer Engagement & Transformation Service, reporting to the Digital Services Manager. It then lists the role's responsibilities and required skills and attributes. The post is contained within a window-like frame with a scrollbar on the right side.

✳️ Exciting Digital Development Officer opportunity at West Berkshire Council! ✳️

We are seeking a talented individual to join our Customer Engagement & Transformation Service as a Digital Development Officer. Reporting to the Digital Services Manager, you will play a key role in transforming our digital services and enhancing the overall customer experience.

 **Role:**

- Collaborate with internal teams to assess and understand digital requirements
- Develop, test, and implement digital solutions to improve service delivery
- Ensure compliance with industry standards and best practices
- Provide support and training to staff on digital tools and systems
- Continuously evaluate and enhance digital platforms

 **Skills and attributes:**

- Experience in digital development and project management

SCOPS AI

You can [view the SCOPS library here](#).

Reset

Ask >

What requirements do the Equality Act 2010 place on councils

The Equality Act 2010 places several requirements on councils and other publicly funded organizations to ensure accessibility and equality in service provision. Key requirements include:

1. **Reasonable Adjustments**: Councils are required to make "reasonable adjustments" to ensure that all individuals can access their services. This includes providing information in formats that are appropriate for different needs, ensuring that no one is prevented from using services due to difficulties in obtaining information [\[4:1†source\]](#) .
2. **Accessibility in Complaints Procedures**: If an individual has a disability that makes it difficult for them to use the complaints procedure, the council must make reasonable adjustments to assist them. This could involve providing information in a larger font or arranging for an advocate to support the complainant [\[4:8†source\]](#) .

Non-discrimination is a fundamental principle outlined in the Equality Act 2010, which mandates that councils, including West Berkshire Council, must not discriminate against individuals based on various protected characteristics. Here are the key aspects of non-discrimination as it relates to councils:

1. **Protected Characteristics**: The Act protects individuals from discrimination based on age, disability, ethnic or national origin, race, gender, HIV status, low income, religious beliefs, responsibility for children or dependants, sexuality, and trade union membership [【8:0†source】](#).
2. **Equal Opportunities**: Councils are committed to providing equal opportunities in recruitment, working conditions, training, and promotion. Employees have the right to not suffer discrimination or harassment and to have their cultural traditions and religious beliefs respected [【8:0†source】](#) [【8:2†source】](#).
3. **Responsibilities of Employees**: Employees of the council are responsible for not discriminating against or harassing colleagues or the public. They must also combat discrimination by others and ensure that the services provided accommodate the diverse needs and wishes of service users [【8:0†source】](#) [【8:2†source】](#).
4. **Definition of Discrimination**: Discrimination is defined as treating someone less favorably than others due to their background. This can often be unintentional, stemming from prejudice, ignorance, or institutional structures that favor certain groups [【8:0†source】](#) [【8:2†source】](#).
5. **Harassment**: The Act also addresses harassment, which includes name-calling, offensive jokes, belittling, and other forms of unfavourable treatment. It is important to note that harassment is defined by the experience of the person being harassed [【8:0†source】](#) [【8:2†source】](#).

In summary, the Equality Act 2010 imposes a duty on councils to ensure non-discrimination in all aspects of service delivery and employment, promoting equality and respect for all individuals.

References

【8:0†source】 - Reablement Officers Handbook April 2022 complete

Link: [Reablement Officers Handbook](https://intranet/media/49674/Reablement-Officers-Handbook/pdf/Reablement_Officers_Handbook_April_2022_complete.pdf)

West Berkshire Council is committed not to discriminate against anyone on the grounds of: Age – whether young or old, Disability, Ethnic or national origin, race or colour, Gender – men and women, HIV status, Low income, Religious beliefs, Responsibility for children or dependants, Sexuality, Trade Union Membership...

【8:2†source】 - Reablement Practitioners Handbook v3 March 2024 Complete

Link: [Reablement Practitioners Handbook](https://intranet/media/4175/Reablement-Practitioners-Handbook/pdf/Reablement_Practitioners_Handbook_v3_March_2024_Complete.pdf)

As employees of the Council, we have the responsibility: Not to discriminate against, or harass, colleagues or the public. To combat discrimination by others. To respect others' beliefs and traditions...

Artificial Intelligence Practitioners Group

 PHIL RUMENS / 12 JUNE 2024 / NEWS



This week, in partnership with the [Local Government Association](#), LocalGov Digital launched our Artificial Intelligence (AI) Practitioners Group.

Below is an overview of the case (1154-0294-2516-0585)

Case details

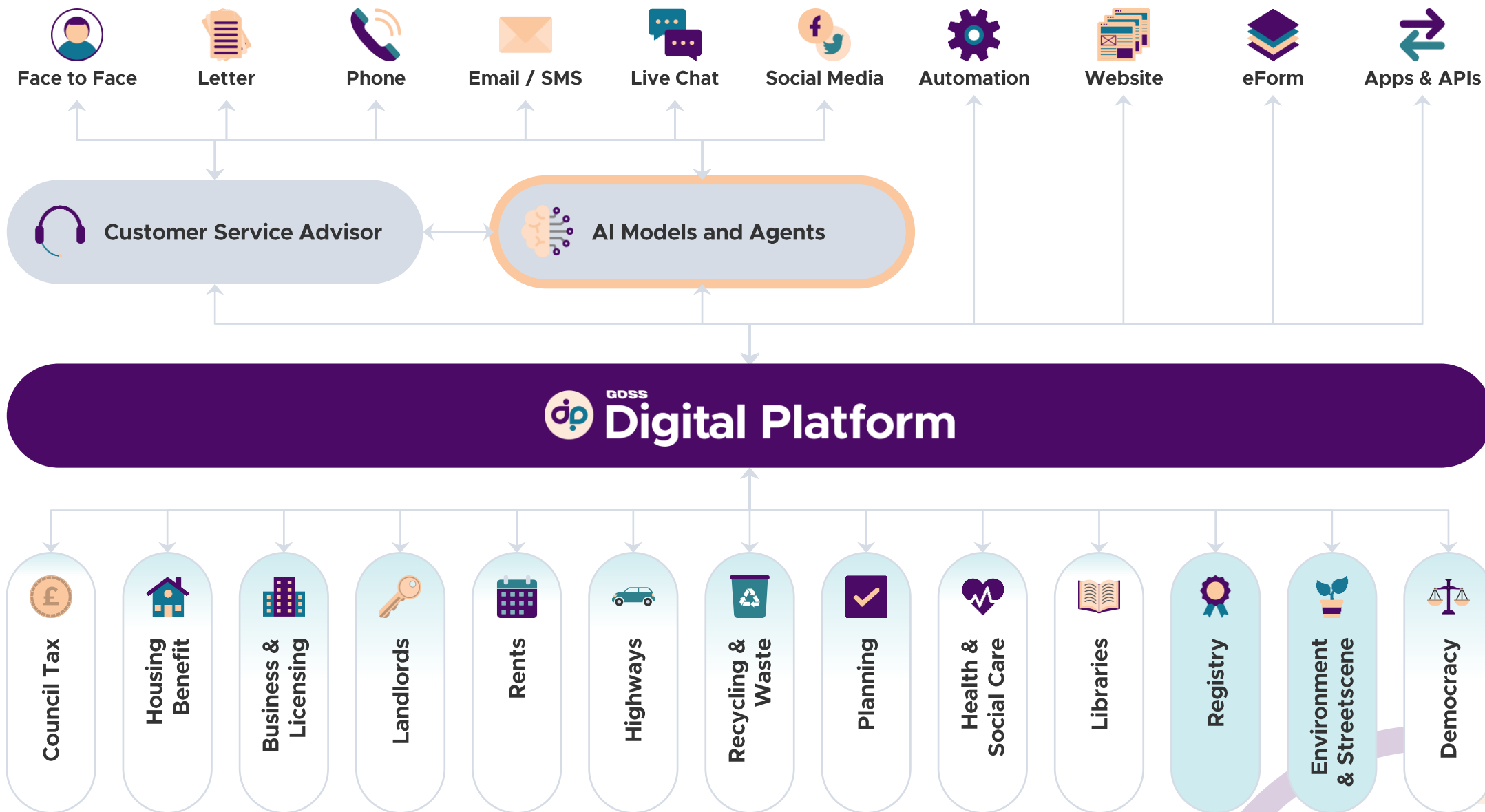
Case type	Complaints
Case subtype	Council Housing Change subtype
Case reference	1154-0294-2516-0585
Case manager	Michelle Approver
Initial assistance	N/A
Case status	Enquiry Change status
Completion target	04/03/2025 (4 Days, 28 Minutes)
Case subscribers	0

Hide case highlights

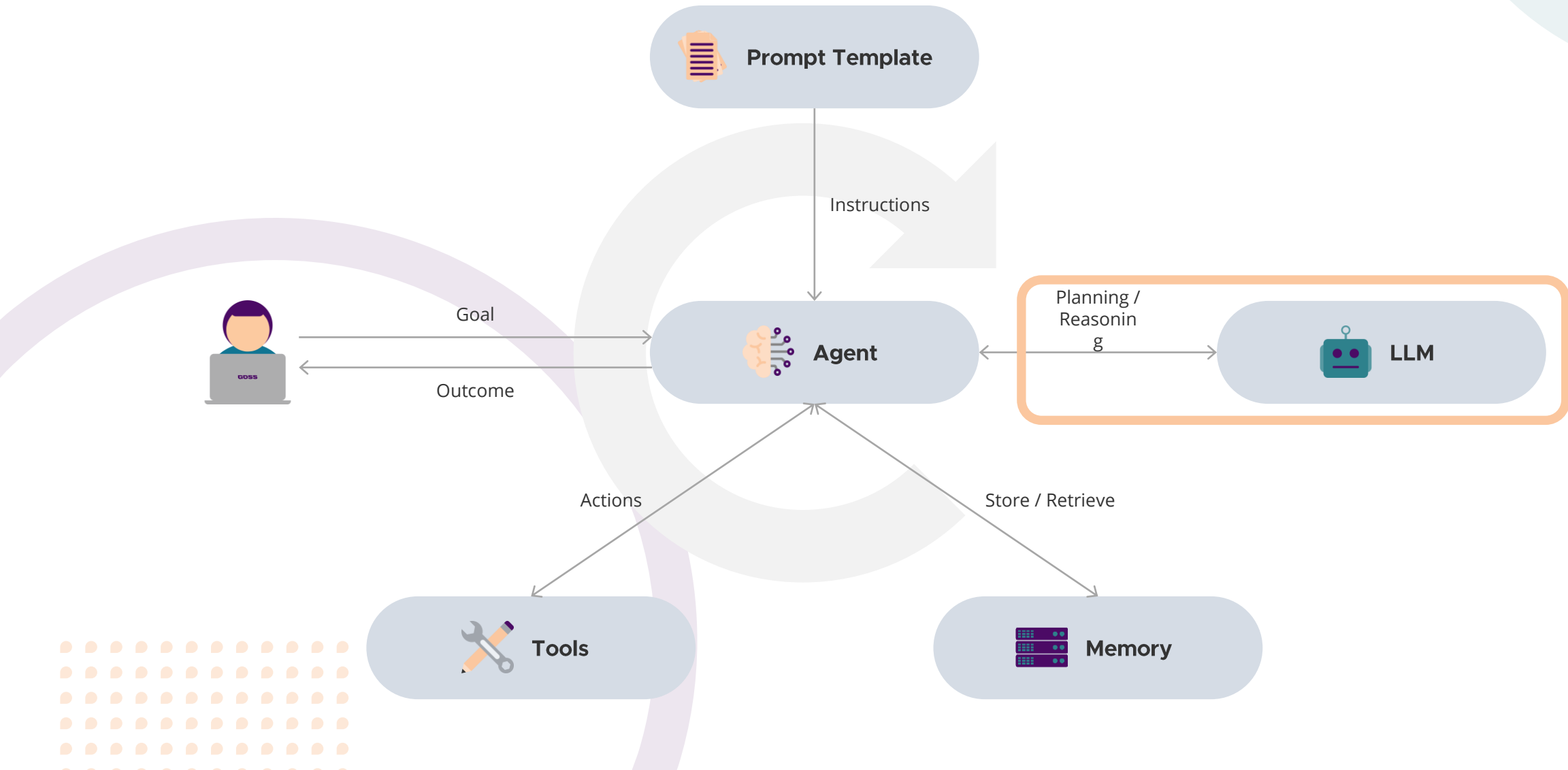
Show case details

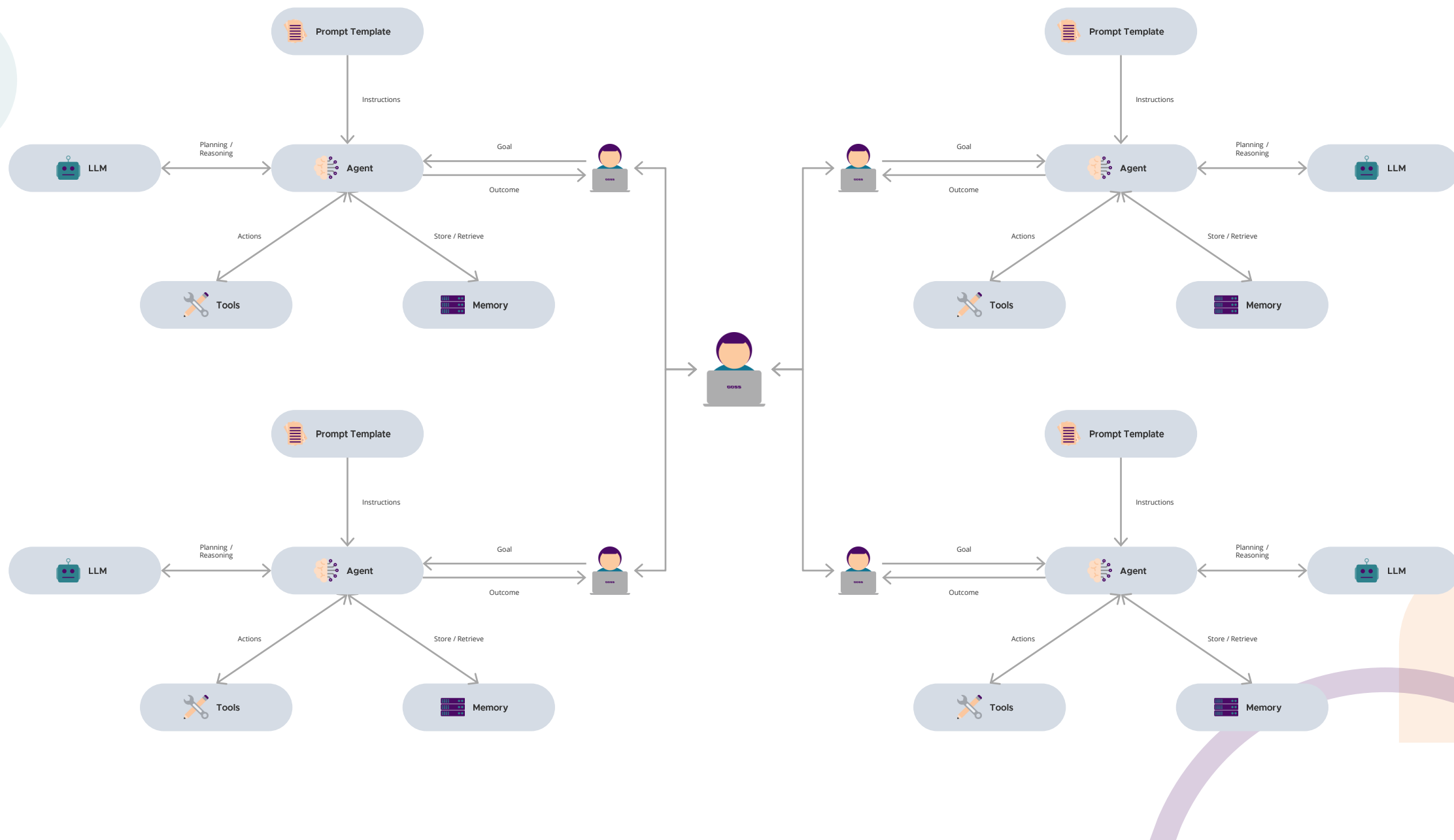
Case highlights

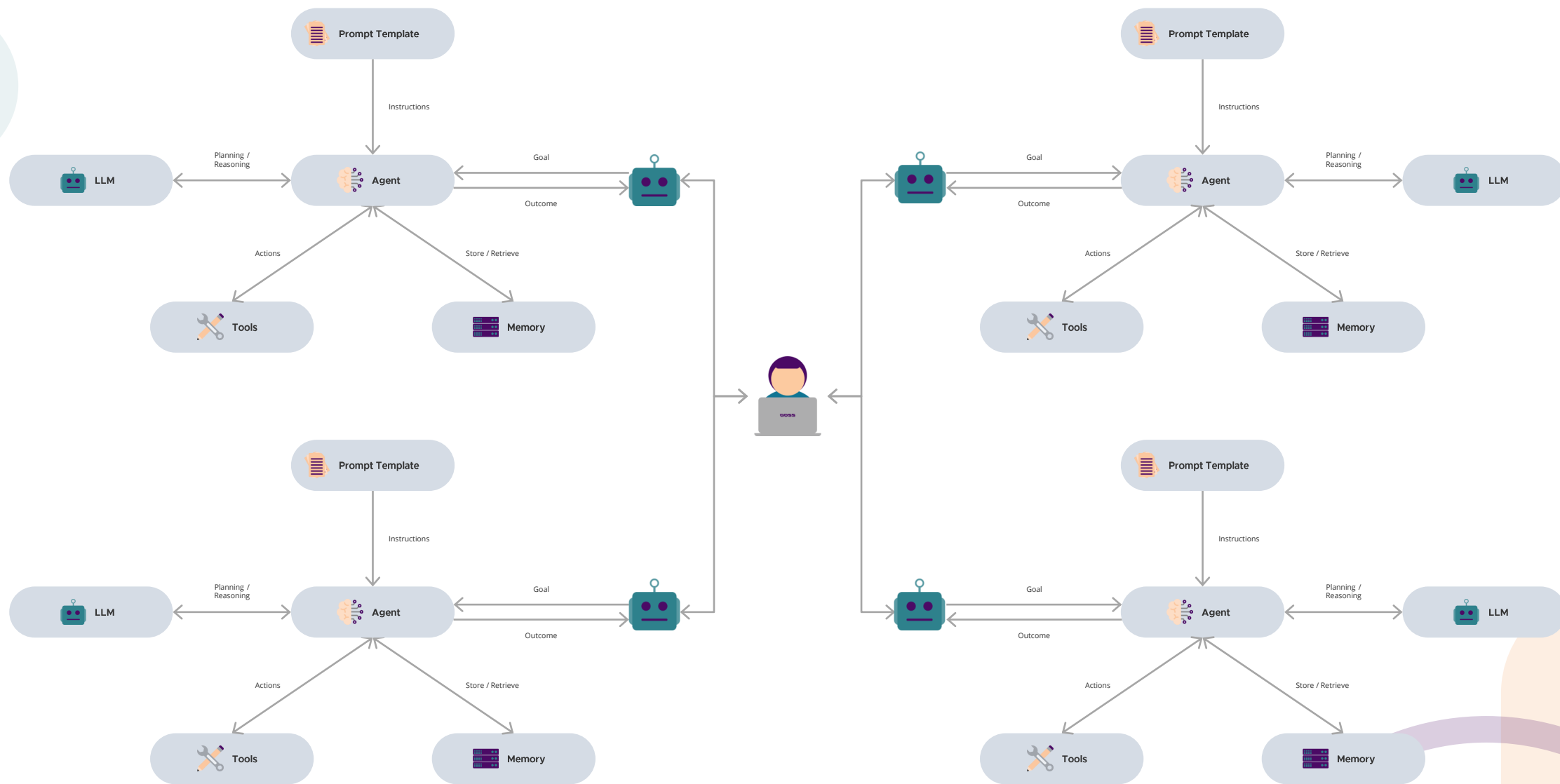
AI Complaints Summary	A resident is disturbed by loud drumming from a neighbor late at night.
AI Suggested Service	Environmental Health
AI Suggested Tasks	Investigate the noise complaint.,Contact the tenant in the upstairs flat about the noise issue.,Consider mediation between neighbors to resolve noise disturbances.,Assess the need for noise monitoring equipment.,Advise the complainant on noise nuisance procedures.
Summary review	The complaint is straightforward, with clear information about the issue and action required. It seems genuine without any indication of being a forgery.

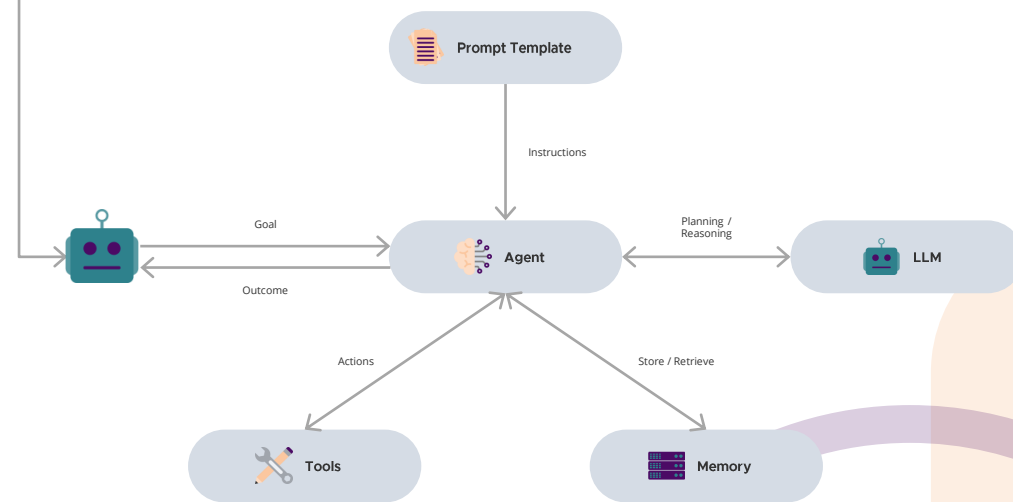
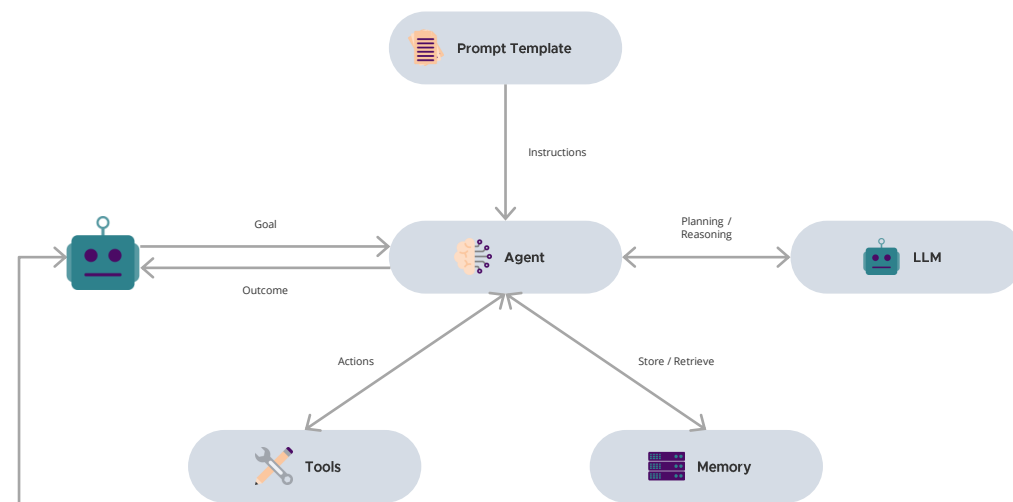
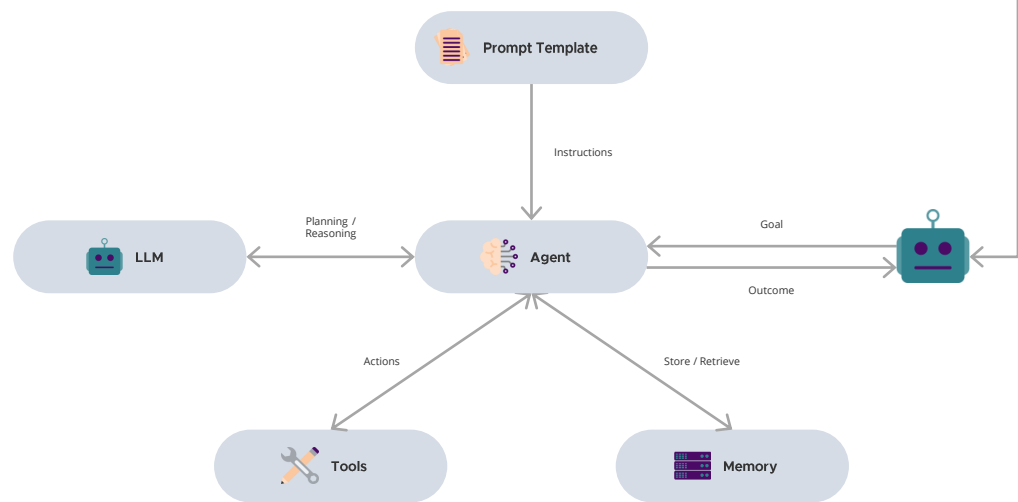
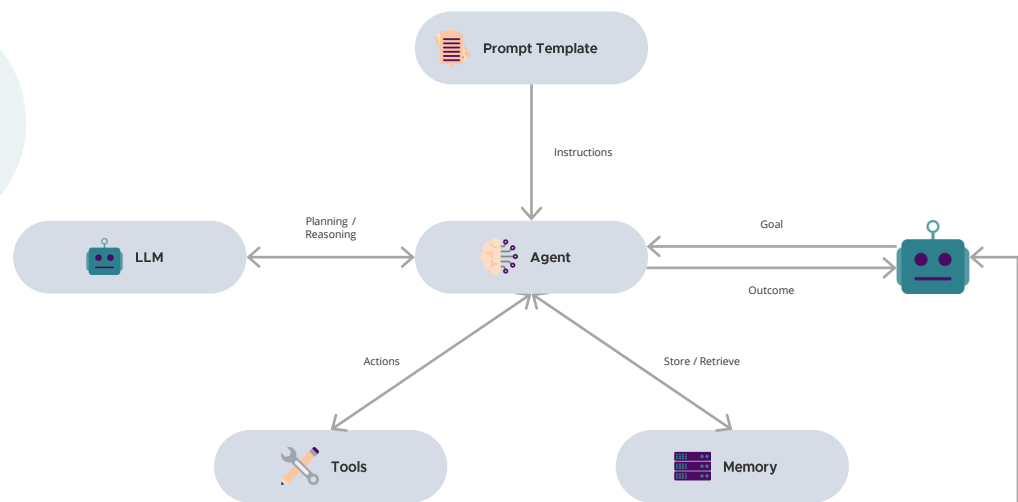


What are AI Agents?









Thank You!

GOSS

