



News Release

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Council launches a new website that works on any device.

South Hams District Council has launched a new look website making it quicker and easier for residents to interact with the council.

Councillor Simon Wright, Executive Portfolio Holder for Support Services said:

“I am delighted to see this website go live, it has been designed around our customers and what they come to our website to do. We have listened to what our customers wanted, we have analysed the way they used our old website and we have made some huge changes”.

Customers visiting the new website will notice that the main focus on the home page is transactional, or self -service. This means making it easier for customers to do things for themselves on the website.

The Council have moved the pages which are visited most frequently, where people can perform simple tasks for themselves, to the top of the homepage. This includes things like ordering recycling sacks, reporting missed waste collections, a new planning search, applying for a benefit or setting up a Council Tax Direct Debit and viewing a Council Tax Bill.

All of these functions for the first time on a South Hams District Council website, are now available through any device, a laptop, PC, tablet or mobile phone.

Cllr Simon Wright continues: “We have been encouraging our customers to “Do it Online” for some time, but for the first time our new website has been built around this concept, making it easier and quicker for customers to use.

“By performing these tasks for themselves, the data that the customers are inputting into the website is going straight into our back office system, no double handling of information, reducing the risk of data entry error and a much faster response time for the customer”.

South Hams District Council have also changed the “My Account” function that was launched last year. Cllr Wright continues: “When we launched My Account, we asked all customers to register before they performed simple tasks like reporting a missed waste collection or a fly tip. We thought they would want to log back in to see the progress of their interaction with us.

“However, customers told us that they did not feel the need to log in every time they wanted to communicate with us, they found the system clunky and over complicated. So we listened, we went back to the drawing board and explored other options. On the new website, you will no-longer need an account with us to preform simple tasks.

For a while other pages will divert back to the old website while the transition to the new site is taking place. At this point the old My Account function will cease to exist in its current form and only those transactions which need an account for security reasons, such as Council Tax and Benefits will require the user to log in.

www.southhams.gov.uk

Please be aware that telephone calls to and from the Council may be recorded for training and monitoring purposes.



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An advertisement featuring a smiling man in a wetsuit floating in the ocean. The background is a warm, golden-brown color. The text is overlaid on the image.

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