



North Tyneside Council

Re-engineering North Tyneside Council's customer interactions, increasing resident satisfaction and enhancing their engagement whilst saving millions of pounds in the process.

Equans has been working on behalf of North Tyneside Council since 2012, in a partnership that committed at the outset to provide £34m of efficiencies to the council's services.

Having identified a need to enhance their customer-facing services whilst also improving satisfaction ratings, North Tyneside Council engaged Equans to re-engineer and run these services on their behalf.

Reimagining customer experiences

Equans runs some of North Tyneside Council's most in-demand services, including Revenues & Benefits and Customer Services so effective management of incoming enquiries has been paramount to the success of the contract, and to upholding the council's reputation.

A key way that Equans has managed this is by reimagining the delivery model, channel shift and introducing digital alternatives such as self-service forms and a customer portal.

Contributing to the carbon agenda

Across the country, local authorities are looking for ways to reduce their carbon emissions and make the world a more sustainable place.

Equans funded £500k of professional services to identify decarbonisation and energy projects in North Tyneside, using its national network of environmental expertise to benefit the specific local needs of the council. The initial round of surveys identified over 2,000 tonnes of CO2 savings p.a. alongside reductions in

net annual energy consumption of almost £10kWh. The team also submitted bids for central government capital funding worth £1.7m.

At an operational level, the partnership was able to electrify the entirety of the Equans vehicle fleet.

A wealth of opportunities

Not only has the partnership revolutionised the services delivered, it has also had a far-reaching impact on employment prospects in the local community.

300 new local jobs have been created at Equans Shared Services Centre, providing a boost to local employment and prosperity.

The partnership also created 59 apprenticeships in North Tyneside to provide high-quality, CV-defining opportunities to people at the start of their careers.

As with all Equans partnerships, the social value added to a region has a far wider reach than through its employment.

The partnership is also impacting on the future employment prospects of the region's young people, having provided over 5,500 hours of workplace training and work experience opportunities in the area.

Each employed member of the workforce is allocated 2 days volunteering leave, to benefit local charities and community groups as well as taking part in fundraising activities throughout the year.

