



Co-operative Councils

Innovation Network

STRATEGY



LocalGov Drupal working with Waltham Forest Council

Why Waltham Forest Council chose the LocalGov Drupal CMS

LocalGov Drupal is built by councils for councils. Together we've created a shared CMS and publishing platform that would otherwise be costly, resource-intensive and time-consuming for most councils.

As councils, we fundamentally have the same responsibilities and deliver the same core services. LGD stops us from reinventing the wheel and spending thousands on proprietary software.

Before we rebuilt in LGD our website hadn't been looked at for over 5 years and was rapidly approaching the end of life.

Our former Head of Digital, Melanie Read, had seen a presentation by the LGD team and decided to install it and have a play.

Initially, we built an example section with dummy content to see how the CMS worked as a proof of concept. Our delivery team were happy with the result and we never looked back from that point forward.

Site and service improvements

LGD has been an absolute godsend for Waltham Forest.



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driving social innovation
putting people first

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LGD saved us in the region of 3 to 6 months of development time and £90k in development costs.

It also helped us to focus on richer features to meet our user needs, such as search and events (these are now available for all councils to use for free).

Waltham Forest service teams, members, and call centre staff are pleased with the website. User satisfaction from residents has improved by 25% and calls to the resolution centre are 10-15% lower since launch.

Our accessibility score is 96/100 on SiteImprove, which is way above the local government benchmark of 87, and the Cabinet Office has confirmed that it meets statutory accessibility requirements.

Plus our page load performance is 40% quicker than on our previous site.

The LGD community

The LGD Product Group and broader community of participating councils and suppliers is an invaluable source of insights and expertise to tap into whenever any problems arise. And being an active member of working groups introduced us to new ways of working that we could put into practice in our digital team.

Waltham Forest has been welcomed warmly into the fold. We have been given opportunities to raise agenda items and workshop our progress. Where we encounter problems or lack data or research, we've put them into the Slack channel. And within a few hours, get valuable insights and the experiences of others.

We've also been able to put our user needs, stories, and requirements into the product. Something that every council has the opportunity to do too.

For further information contact:

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