

## **Freedom of Information – Response – 26915**

To understand how your organisation structures and resources digital delivery, please provide the following concise information:

### **1. Team Sizes & Structure**

For the following teams, please provide total FTEs and the number of managers vs staff:

- CRM development
- Web development
- Web content
- Digital/UX/Service Design
- Business Analysts supporting CRM/digital
- Integration team supporting CRM/Web integrations
- CIO/Change/Transformation officers supporting CRM/digital/web

Please also confirm:

- Number of permanent vs temporary staff
- Number of current vacancies

Digital Customer Experience Manager (of both content and digital teams) – 0.86 FTE

Web content - 1 x Lead Content Designer (manager 1.0FTE) + 4 x Content Designers (1 vacancy – 4.0 FTE)

Digital team (CRM, UX, Requirements, Service Design, Integrations)

7.48 FTE – Delivery Managers, Associate Delivery Managers and Systems Analysts

All above roles are permanent.

### **2. Pay Bands**

For each of the above teams, please provide the salary band/grade used for recruitment.

We can confirm that Suffolk County Council holds this information. However, the information is readily accessible to you, as it is already in the public domain.

**Section 21** of the FOIA states that a public authority does not need to provide information under section 1 of the Act if that information is reasonably accessible to the applicant by other means.

Please use the link below to access the requested information.

<https://www.suffolk.gov.uk/asset-library/single-staus-chief-officers-payscale-with-on-costs.pdf>

Grade 8, Grade 7, Grade 6 and Grade 5.

### **3. Remit**

For each team, please provide a short summary of responsibilities including websites managed including subsites and how many online forms the CRM supports.

**List of Sites**

<https://www.suffolk.gov.uk/>

<https://www.adopteast.org.uk/>

<https://www.fosterandadopt.suffolk.gov.uk/>

<https://coroners.suffolk.gov.uk/>

<https://www.weddings.suffolk.gov.uk/>

<https://www.healthysuffolk.org.uk/>

<https://www.suffolkday.co.uk/>

<https://www.suffolklocaloffer.org.uk/>

<https://www.suffolkrecycling.org.uk/>

## Digital team

Discover, design, develop, and deliver public-facing online processes and workflows to support the effective handling and completion of service requests.

The digital platform currently supports 50 online services.

## Web content

Design, develop, review, and publish content for 9 sites.

### 4. Costs

*Please provide:*

- Annual staffing budget for digital/CRM/web functions
- Annual licence/support costs for CRM, website CMS and integration platforms

Annual Staffing Budget 2025-26 – Content Design - £248,184 and Digital Services - £479,891.

License and support for CRM @ £93k per annum

License and support for CMS @ £36k per annum

### 5. Platforms Used

*Please confirm the CRM system, CMS platform, integration platform and online forms tools currently used.*

Digital platform: GOSS

CMS platform: Contensis

*If publicly available, a link to any recent Digital or Customer Strategy would also be appreciated.*

N/A