

# Local and State Government

Civica is helping local authorities around the world to transform community engagement and operational efficiency. We apply local knowledge on a global scale to address the increasing demand and expectations of citizens, which were magnified significantly during 2020.

## Responding to COVID-19

We responded rapidly to help authorities support vulnerable people and maintain services while adapting working practices. We updated our software to deliver new capabilities and support new measures. This allowed our UK customers to provide over £1.6 billion in critical grants within weeks of emergency legislation and US customers to distribute funds under the Coronavirus Aid, Relief and Economic Security Act. Our payments software, which is used to process around £2.5 billion in secure transactions, also ensured payments to authorities could be maintained online throughout the pandemic.

With a strong performance on remote implementations, the Group maintained project delivery while accommodating movement of our own and council employees to working from home. Examples ranged from the [Publica](#) shared service in the UK to Hamilton City Council in New Zealand.

Using our flexible iCasework platform, we developed Community Helper and Track and Trace software to enable authorities such as [Liverpool City Council](#) and the [London Borough of Redbridge](#) to co-ordinate local activity. We also supported council partners directly via our OnDemand contact centre and processing services, handling a high level of enquiries and ensuring provision of the right information and services to local communities.



// Civica was the perfect partner for this project. The speed of delivery was absolutely remarkable.

London Borough of Redbridge.





## Business review

During the year we grew the use of our products including cross-border sales. Civica signed more than 110 new or extended contracts for our software, from digital engagement and case handling to people and financial management.

In **Australia and New Zealand**, we launched our new cloud optimised local government software suite, [Authority Altitude](#). The latest evolution of Civica's Authority system is designed to improve community engagement and streamline council operations, including a range of mobile applications. It was selected by Palmerston North City Council, for example, as part of a wider transformation programme.

The business reinforced its position with existing and new customer programmes, such as at [Snowy Monaro Regional Council](#) where the joint project team migrated 1.2 million electronic documents and converted 31 million rows of data. We also extended our software-as-a-service applications for asset inspection and maintenance and road management. We continued to work with the state government of Victoria to develop the software platform and the successful delivery of business process services for the integrated management of infringements, fines and warrants.

Following major natural disasters Civica responded to help the New South Wales [Office of Emergency Management](#). This sped up vital claims processes for bushfire and flood affected councils using our Recover mobile and cloud software, which was also recognised with the 2020 Mobile Innovation Award at the Australian Business Awards.

A preferred partner in **North America** for local governments in the Midwest, our Enterprise Resource Planning solutions form the backbone to operations across core functions of tax, finance and payroll.

In the **UK & Ireland**, we secured excellent new agreements across our product range. These included core revenues and benefits software for [Oxford City Council](#), the London Borough of Barnet and Stroud District Council, and for 4 authorities via shared public company [Publica](#). With ongoing focus on shared services in the sector, we built further on our leading position with new wins also for our [financials](#) and [HR and payroll](#) software.

We continued to support accelerating cloud adoption and digitisation and to invest in new technology. Our latest Regulatory Services suite, built on Civica's Cx platform, has now been selected to support more than 25 authorities. This includes [Kent County Council](#) which expects time savings of up to 80 per cent in its Trading Standards department. Our [award-winning](#) pension administration system also saw Civica secure new contracts worth over £5 million with Essex and Hampshire county councils and the London Borough of Southwark. With good new business supported by our place on the national Local Government Pension Scheme (LGPS) framework, our software now supports around 44% of the LGPS membership, plus police and fire services.

The Group's democracy & engagement business maintained a robust performance including support for the annual canvass of households to update the electoral register. Our Xpress mobile canvasser app became even more relevant, and we provided enhanced support for remote meetings within our paperless meeting app including [in-app voting](#).

We also maintained our track record in strategic partnerships, for example with Hull City Council. Here, the partnership has created more than 150 jobs and £6.4 million in financial benefits while supporting digital transformation across the city.