

CONNECTED COUNCIL

The Local Government Capability Library

Extending connected operations beyond individual authorities through shared capability.



ONE COUNCIL'S INNOVATION BECOMES EVERY COUNCIL'S ADVANTAGE.



Classification: Public
© OAS 2026. All rights reserved

Introducing

OAS

We help local government modernise and connect operations through automation, orchestration, AI, and intelligent workflow transformation — reducing manual effort, improving operational efficiency, and creating more connected systems.

Our Connected Council framework combines deep operational understanding with proven delivery experience in local government to reduce operational friction, improve visibility across fragmented environments, automate repetitive manual processes, and free teams to focus on higher-value, human-centric work.

We help drive better organisational outcomes.

				
Automation & Digital Workers	Orchestration	Ai & Agentic Processes	Connected Operations	Transformation Services
Reduce manual work and streamline repetitive processes	Coordinate systems, workflows, and people seamlessly	Accelerate work, reduce manual effort, and augment operational teams	Break down silos and create end-to-end visibility	Deliver sustainable change and long-term operational uplift



Historical Issues with council services & processes

Fragmented Responsibility

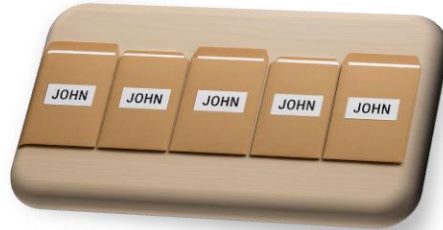


Services are designed around departments, not residents

The applications used are designed around functions, not residents

Each directorate owns a fragment of a resident's life – not the full outcome

Siloes and Duplication



Information sits in many applications that cannot talk to each other

Councils replicate data entry and verification based on multiple re-telling of the story

Time consuming to see a single view of the individual – almost impossible to easily across departments

Legacy Digital Thinking



Form were digitised – not the flow of work. We get the channel shift but not the efficiency

Efficient but siloed applications created over time that lock in data, creating integration challenges

Residents say they always seem to be looking in the rear-view mirror in terms of performance and intel

API / Integration Cost Trap



Connecting every inherited system through APIs can be slow, expensive and incomplete.

Negotiations and adaptation cause costs to rise before services improve.

You risk the API bill blowing up the entire programme

What the Connected Council Makes Possible

LGR may create one legal authority, but underneath it can inherit several operating worlds.

Multiple systems

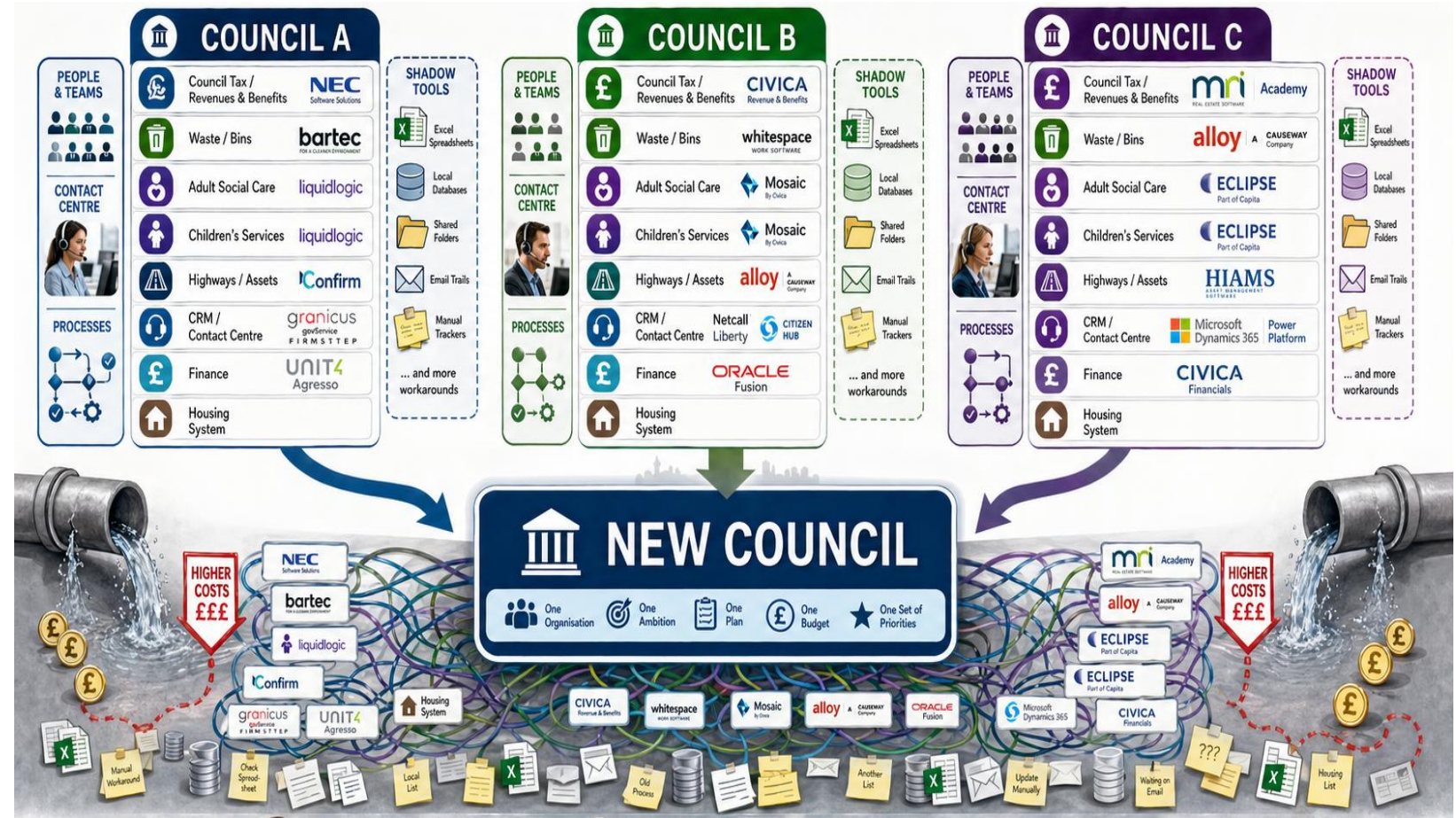
Council tax, housing, waste, social care, finance, CRM and case management.

Multiple ways of working

Separate teams, call centres, processes, spreadsheets, databases and workarounds.

One resident expectation

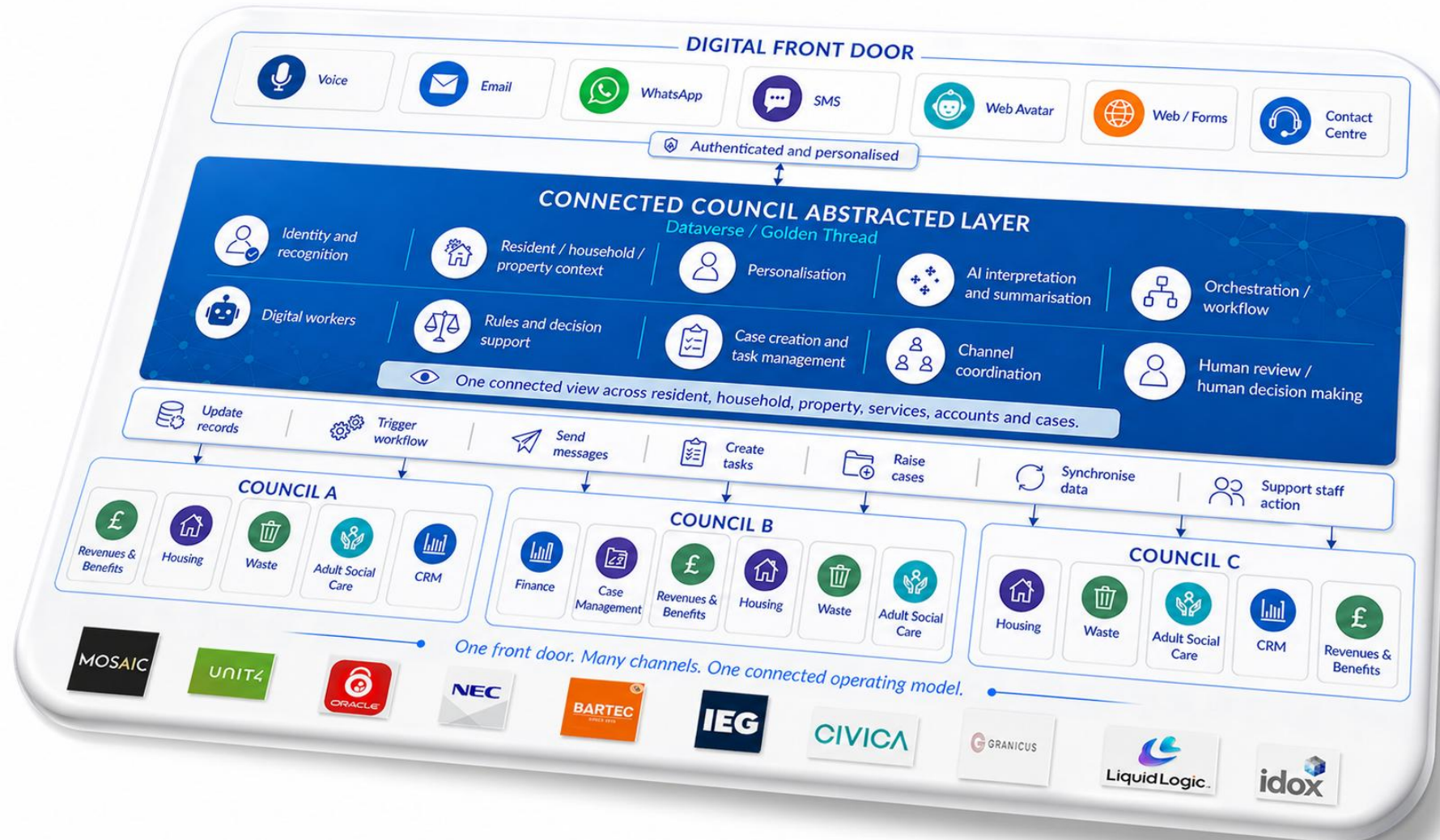
A joined-up council that recognises them, understands them and responds consistently.



The boundary changes first. **The operating model has to catch up.**

The Connected Council Operating Model

The Connected Council model combines the capabilities, services and operational layers discussed throughout this briefing into a single connected operating environment.



What the Connected Council Makes Possible

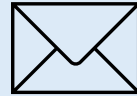
Connected Council creates a unified operational layer that connects residents, services, systems and workflows across the authority.

One Digital Front Door

Residents can engage through any channel, authenticating and engaging in personalised journeys e.g. “Can I pay my council tax bill” or “Can I pay for my garden waste subscription”. Resident-specific requests can be completed entirely with virtual agents.



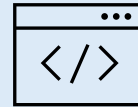
Voice



Email



Text



Web



Contact Centre

Connected Operational Layer

A single operational layer that enables services, information, people and technology to work together across the authority.



Connected Resident View



Connected Services



Connected Workflows



AI & Digital Workers



Automated Service



End-to-End Coordination

Council Services & Systems

Existing systems can remain in place if needed. Connected Council framework coordinates activity across them.



Revenues & Benefits



Housing



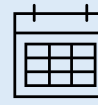
Waste Services



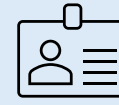
Waste Services



Children's Services



Planning



Licensing

Connected Operations



Connect

Create a connected view of residents, households, properties, services, accounts and cases.



Automate

Reduce manual effort through digital workers, automation and AI-assisted service delivery.



Orchestrate

Coordinate activity across multiple services, departments and systems without replacing existing technology.



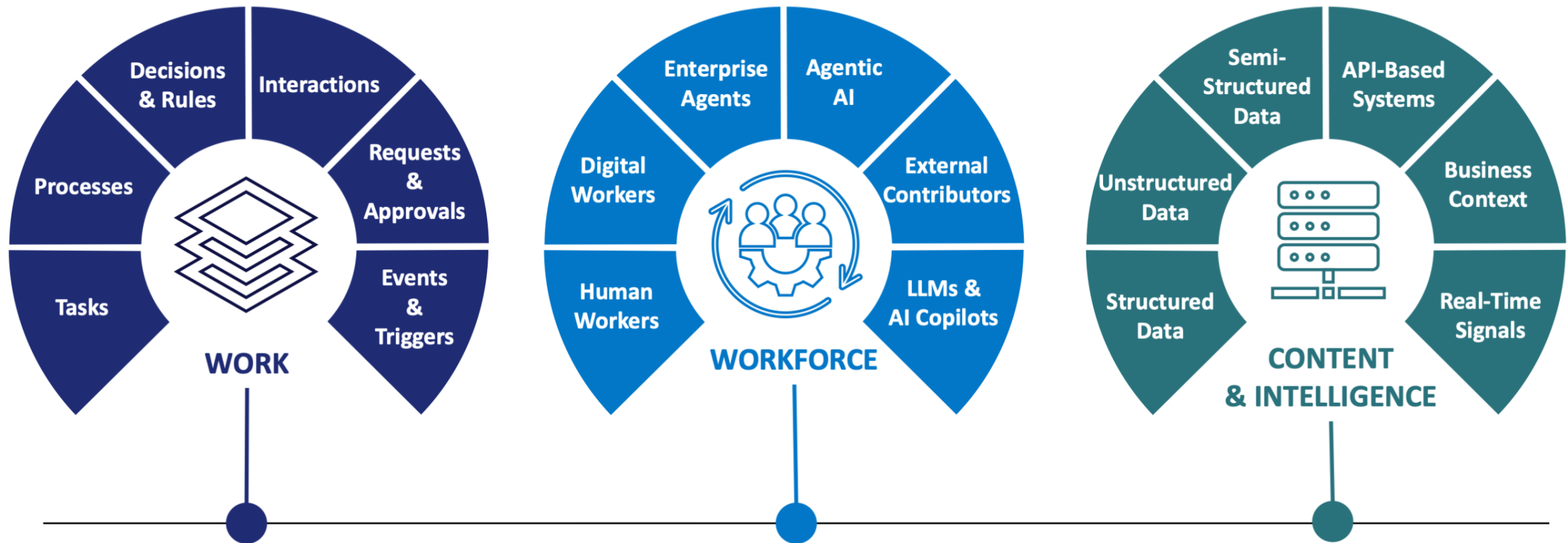
Enhance

Deliver faster responses, greater visibility and more consistent outcomes for residents.

What do OAS Orchestrate?

Orchestration is the operational coordination layer that connects systems, workflows, automation, AI and people across end-to-end processes.

Rather than automating isolated tasks, orchestration manages how work, information, decisions and actions move across operational environments — ensuring operations remain connected, governed and continuously coordinated.



The Local Government Capability Library

Many local government challenges are shared, yet capabilities are often developed independently at significant cost. Connected Council enables councils to benefit from capabilities developed across the wider ecosystem, accelerating delivery while reducing duplication and cost.

This means lower cost and faster delivery times for all participants – not just on initial delivery but for as long as it is used.

CONNECTED COUNCIL

The Local Government Capability Library allows capabilities developed by one authority to be adapted and reused by others.

Rather than repeatedly solving the same problems, **councils contribute expertise once and share it across the wider local government community.**



No council needs to build everything. Every council can lead in something.

Connected Council allows councils allows capabilities developed by one authority to be adapted and reused by others.

The Connected Council framework allows councils to benefit from capabilities developed across the wider local government ecosystem, sharing and coordinating effort across all council services.

This means lower cost and faster delivery times for all participants – not just on initial delivery but for as long as it is used.



Next Steps

Every Council's operational environment is different.

Our Connected Council Framework embraces these differences and enables you to deliver a cohesive, coordinated automation capability combining all digital channels to enable end to end automation from resident request to completion of that request

We are currently delivering this with Thurrock Council, and we can schedule a call with The OAS & Thurrock Programme team to deliver a more comprehensive demonstration of what we are offering.



Classification: **Public**

This document is classified as Public and has been approved for public release by OAS. It may be shared and distributed for its intended purpose without restriction.

While this document may be copied and circulated, it should not be altered, misrepresented, or used in a manner that could mislead recipients regarding its content or origin.

© 2026 OAS . All rights reserved.

