Appendix 1 – The complexity of current interaction using a fictional family

Dave has lived and worked in Manchester all is life and loves the city. He lives with his wife Jane, who has owned a small cafe in Manchester for the last three years. They have recently moved house and have three young children Emma 2, Josh 5, and Max 7. Josh is looking forward to moving to his new local primary school in a few months' time. Max has special educational needs and is benefiting from our SEND (Special Educational Needs and Disability) Local Offer.

Dave's parents live close by. Unfortunately, he lost his father last year and his mother is now looking to move into retirement housing. Dave has invested in the booming Manchester property market and rents out a small city centre flat. He also wants to extend his property and is required to apply for planning permission.

The current activity to undertake these activities would require:
7 Portals | 6 Online Accounts | 1 Paper Form

User Journey	MCC Service	Portal	Online Account	Request
They find out about how to access our services	Communications	Manchester City Council website	N	N/A
They register their middle child for a primary school place for now	Education	Manchester City Council website	N	Download Form. Post or CSC
Jane views her business rate account online.	Revenues & Benefits	Revs & Bens website	Y	Online
Dave obtained a death certificate for his father	Registrars	Registrars website	Y	Online
Dave needs to apply for a Selective Licence because his flat is in a designated area.	Housing Compliance & Enforcement	Selective Licence website	Y	Online

Dave needs to apply for retirement housing for his mother	Housing	Manchester Move website	Y	Online
They would like Max to continue to benefit from our Local Offer	Children & Families	Help & Support Manchester website	Y	Online
They would like to apply for planning permission	Planning	Planning website	Y	Online