

REPORT OF THE EXECUTIVE MEMBER FOR DIGITAL AND CUSTOMER SERVICES

18th July 2019

COUNCILLOR QUESIR MAHMOOD

PORTFOLIO CO-ORDINATING

Digital & Business Change

The new council website has been developed in-house over the past 12 months and is due to go live on the 15th July. Much of the time has been spent gathering and updating content across 860 different pages covering all council services. The new site will provide a simplified, clearer interface for customers, enhanced security and many new features. The site has been designed to the latest government accessibility standards and is optimised for mobile as well as traditional web browsers.

Work continues to improve technology across the council including replacing older computers and laptops with new Windows 10 mobile devices and also replacement of critical, core IT infrastructure. Over 1100 staff have received new devices as part of the project since 2018, enabling more efficient and flexible working.

The council has recently issued a notice to market around procurement of a replacement digital customer portal solution. The current customer portal supports many of our online transactions for the public and is being replaced due to our supplier removing support for the product from 2020. Procurement is currently planned for the end of 2019.

Customer Services

The Digital Board has agreed that a small task team should be established to review and develop the concepts of customer insight, customer standards, customer care and customer channel shift. We can make better use of the data that we already have digitally, to improve our services and improve quality of life for our citizens.

The task team will initially focus on customer insight and look to document what data and information we currently have about customers, their interactions, the channels they use, and their behaviours. Once the current position of each department is known, the team will recommend a model of customer insight that will assist with a greater understanding of the demands on the council, opportunities for improvement, and also the options for increasing the take up of on-line services.

Benefits

Due to the number of vacancies within Customer Services, the council staff co-located with the DWP, Shelter and Citizens Advice will be removed for several months. During this time, Shelter have agreed to deal with any customer enquiries on the council's behalf.