

REPORT OF THE EXECUTIVE MEMBER FOR DIGITAL AND CUSTOMER SERVICES

3rd October 2019

COUNCILLOR QUESIR MAHMOOD

PORTFOLIO CO-ORDINATING

Digital & Business Change

The new council website that has been developed in-house went live as planned on the 15th July. The website traffic has increased by 10% in comparison to the same period last year. In addition to this we are seeing online Chat service volumes gradually rise each week since the launch.

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. There are now over 1400 staff who have received new devices as part of the project since 2018, enabling more efficient and flexible working with the remainder of staff due to complete by the end of the year.

The council has recently undertaken soft market testing for the previously issued notice to market for 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. The procurement process is now being prepared ready to commence at the end of September 2019 and formal award is planned by the end of 2019.

Work has now started to integrate electronic health and adult social care records between the Council and local NHS. This will enable safer and more efficient care across the borough. The work is being funded by NHS England, after a successful bid. Record sharing will be enabled locally by March 2020. The Council is also engaged in work to improve electronic information sharing and alerting for patients being discharged from East Lancashire Hospital's Trust into Social Care. Working alongside colleagues at Lancashire County Council we have been selected for national pathfinder funding through NHS Digital to conduct discovery work.

Organisational Development

Following the recommendations from the peer review an organisational development plan has been developed that places the emphasis on the modern council element of the digital strategy and leadership and management development as two key main themes.

Modern Working

Following the introduction of the Modern Council priority to support the digital strategy, Digital & Business Change are working closely with HR to accelerate our approach to modern working and ensuring our employees are equipped with the right tools and skills to work in a more modern and agile way.

A Modern Working Board will be established to align the activity supporting structure, systems, processes and people to ensure we are meeting the required outcomes and continually modernising our services.

Registrars

The Registrars service has received a glowing report from the GRO Compliance and Performance Unit following the submission of its 2018/19 data. In particular, the timeliness of registering births and still births which exceed the national target of 98% by achieving 99% and 100% respectively was mentioned.

In addition, the registration of deaths within the required time period was also commended following the performance of 96%. This is substantially higher than the target of 90%.