

REPORT OF THE EXECUTIVE MEMBER FOR DIGITAL AND CUSTOMER SERVICES

23rd January 2020

COUNCILLOR QUESIR MAHMOOD

PORTFOLIO CO-ORDINATING

CHIEF OFFICER: PAUL FLEMING

DAVID FAIRCLOUGH

LOUISE MATTINSON

People: A good quality of life for all our residents

Digital Customer Portal

The procurement process for the new Digital Customer Portal has concluded and this has now been submitted for Executive approval in January 2020. The public are now being engaged around the design of new on line services and we have recently recruited a number of citizen volunteers to help us in a number of public workshops which will be held in January 2020 over 3 separate events. Work on implementing the new portal will start in early 2020 and the project team are fully engaged and excited at the prospect of working on this flagship project for the Council. In the next update we will be able to detail key milestones for the DCP project.

Business Intelligence

We have advanced work on our new digital Business Intelligence capabilities. We are now working with a supplier to develop a number of pilot areas including Children's Services, Customer Services and Council Tax. The work will help inform better decisions by providing visual analysis and enables us to combine digital data sets to improve outcomes for people. The pilot areas will be developed for use in business areas in early 2020.

Integrating Health & Social Care systems

Work has continued to integrate Health & Social Care systems over recent months. The main focus to date has been around technical and operational readiness working with IT and Social Work teams as well as with our system suppliers. This work is being led by the Council and being supported and funded by the Healthier Lancashire and South Cumbria partnership. Expected go live of record sharing is by April 2020. Further information on this work is on the [Digital & Business Change Blog](#) online.

Library Digital Health & Care Hub

After a successful 'soft launch' earlier in 2019 we have planned a more formal public launch of the Central Library Digital Health Hub on February 3rd 2020. Many residents have attended the hub to date to receive help in getting online to manage their health & care.

Council Website

The new Council website has continued to receive positive feedback from customers and has helped to drive a continued increase in resident's use of Online Chat with the Council.

Civil Contingencies Service

The Civil Contingencies Service has over the last few years, developed the Schools Community Resilience Project (SCRIP). The project has been piloted very successfully, and has been promoted to all BwD primary school Year 5 students over the last few years. It consists of sessions delivered to students where they learn how to become more resilient and know what to do in an emergency to help themselves, their family and their community. Recently we have received accreditation from Wolverhampton University for the project, which has allowed us to promote this regionally and has now been noted as 'Good Practice' by the Ministry of Housing,

Communities and Local Government (MHCLG). There are now 34 agencies / organisations within the UK who are now taking the opportunity and utilising these resources.

Council: Delivered by a strong resilient Council

Civil Contingencies Service

In addition, we have now created a "Staff Information Line". This is for promoting messages out to staff as widely as possible in times of major emergency e.g. major fire in a council building, directing staff to either work from home or report to another location etc. Employees will ring the Staff Information Line number using a PIN to access the message left there by their Director. This will be used in conjunction with many other methods of communications e.g. What's app, texts, radio, twitter, FB, etc., asking BwD Staff to call the Staff Information Line, to warn staff about a major emergency.

Governance Services

The Complaints team continue to resolve a high percentage of complaints at the informal level. Our annual complaints report was presented at the October 2019 Executive Board.