



**Service Delivery
Committee**

**Tuesday, 23 January
2018**

**Matter for
Information**

Title: Customer Service and Transformation Update

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& Business Transformation)**

1. Introduction

This report provides an update to the Service Delivery Committee on the delivery of Customer Service and Business Transformation.

2. Recommendation(s)

Members are asked to note the contents of the report.

3. Information

3.1. MyAccount

MyAccount was launched on the Council's website on 18 December 2017.

MyAccount allows the Borough's residents to view their Council Tax Account balance, the property band they fall into, details of any discounts or exemptions that have been applied, instalment arrangements and payments made.

Residents who are in receipt of Housing Benefit and/or Council Tax Support can view their entitlements and payments made.

3.2. Online Forms

Online forms were also launched on 18 December 2017.

Online forms will allow residents to request services and report issues online. This gives residents a wider choice about how and when they access our services. In the first tranche of this rollout, 35 forms have been published across a broad range of the Council's services.

A suite of over 200 FAQs (frequently asked questions) are also available on the website. These cover a wide range of topics relating not only to services provided by the Council but also signposting to other services available to residents in the Borough.

3.3. Electronic Documents and Records Management System

The Finance team is currently operating paper-based processes and will move to electronic document management. The IDOX document management system is already in place in Benefits, Council Tax and Planning and able to provide a paperless capability.

A project is commencing in January 2018 to configure a suitable filing structure for the

Finance Team with the objective to scan all documents and access them by electronic means from 1 April 2018.

The project will be extended beyond April 2018 to include other service areas that are still reliant on paper.

3.4. **Charging for Garden Waste**

A project team are implementing the scheme to charge for garden waste from April 2018. The full terms and conditions of the service include subscription options, collection conditions and guidance on how the scheme will operate. Also included are details of the Council's hardship scheme which allows for a reduction for residents who are in receipt of Discretionary Council Tax Support at the time of subscription.

The project plan includes communications, set up of the application process and a take-up campaign to encourage residents to sign up.

The new service will be in place for its launch in April 2018.

Full details of the terms and conditions and communications to residents will be shared with Members prior to the public launch.

Background Documents:

None.

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Implications Customer Service and Transformation Update	
Finance	There are no significant financial implications directly from this report however financial impact on the service departments will be included in the annual budget.
Chris Raymakers (Head of Finance, Revenues & Benefits)	
Legal	The report is satisfactory.
Dave Gill (Head of Law & Governance / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Decreasing Financial Resources (CR1) More efficient ways of delivering services and income generation will help to mitigate against budgetary constraints. <input checked="" type="checkbox"/> Key Supplier/Partnership Failure (CR2) OWBC have been working in partnership with IDOX who supply the document management system for over 10 years and they have delivered on a number of projects with the Council. <input checked="" type="checkbox"/> Organisational/Transformational Change (CR8) Key staff are consulted and kept informed about changes that affect the way they work.
Jacky Griffith (Head of Customer Service & Business Transformation)	
Corporate Priorities (CP)	<input checked="" type="checkbox"/> Effective Service Provision (CP2) The publication of online forms and the move to electronic documentation will allow more efficient working to deliver effective services to residents.
Jacky Griffith (Head of Customer Service & Business Transformation)	
Vision & Values (V)	<input checked="" type="checkbox"/> "A Strong Borough Together" (Vision) All Council Priorities are underpinned by a commitment to providing efficient and effective services to our residents. <input checked="" type="checkbox"/> Teamwork (V3) Working across teams to provide joined up services for residents. <input checked="" type="checkbox"/> Innovation (V4) Making better use of IT and remodelling the way we work. <input checked="" type="checkbox"/> Customer Focus (V5) Providing wider choice of how services can be accessed whilst still supporting those residents who will continue to need more support. Delivering new services to residents that are easy to access and understand.
Jacky Griffith (Head of Customer Service & Business Transformation)	
Equalities & Equality Assessment(s) (EA)	There are no significant equalities implications.
Jacky Griffith	<input checked="" type="checkbox"/> Not Applicable (EA)

(Head of Customer Service &
Business Transformation)