



Service Delivery Committee	Tuesday, 20 November 2018	Matter for Information
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Report Title: **Customer Service and Transformation Update (Q2 2018/19)**

Report Author(s): **Jacky Griffith (Head of Customer Service & Transformation)**

Purpose of Report:	This report provides an update to the Service Delivery Committee on Business Transformation.
Report Summary:	This report summarises activity for the second quarter of 2018/19.
Recommendation(s):	That the contents of the report be noted.
Responsible Strategic Director, Head of Service and Officer Contact(s):	<p>Stephen Hinds (Director of Finance & Transformation) (0116) 257 2681 stephen.hinds@oadby-wigston.gov.uk</p> <p>Jacky Griffith (Head of Customer Service & Transformation) (0116) 257 2612 jacky.griffith@oadby-wigston.gov.uk</p>
Corporate Priorities:	An Inclusive and Engaged Borough (CP1) Effective Service Provision (CP2)
Vision and Values:	"A Strong Borough Together" (Vision) Teamwork (V3) Innovation (V4) Customer Focus (V5)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	Decreasing Financial Resources (CR1) Organisational/Transformational Change (CR8)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable.
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.

Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	None.

1. Business Transformation Update

1.1 Improving Payment Options for Residents

The objective of this project is to provide more convenience for residents who wish to pay for Council services by cash by facilitating payment through Post Offices and Pay Point outlets of which there are 57 throughout the Borough.

Work is underway with the payment provider AllPay to accept payments at outlets through the presentation of bar coded bills. Bar code bills for Council Tax in the first instance are expected to be issued from January 2019 with the new year bills issued in March 2019 all being barcoded.

1.2 Channel Shift

Work is continuing to move transactions to the most efficient and effective channel of engagement to create a better experience for customers while delivering efficiencies for the Council.

The current focus is on Licensing forms as part of the Licensing service review and a number of applications will be made available for transaction online.

Face to face demand in the Customer Service Centre continues to reduce when compared to the same period last year, with a 58% reduction in September 2018 when compared to September 2017. Telephone demand shows a smaller decrease but it is still moving in the right direction to support the benefits and outcomes from channel shift.

1.3 Electronic Documents and Records Management System (EDRMS)

The project to migrate paper records within the HR service to an electronic records system is progressing according to plan and will go live at the beginning of Quarter 3. The next phase of the project to introduce this facility in the Licensing service will commence in Quarter 3.

Moving to an electronic capability will:

- Support efficient record keeping;
- Allow services to manage their documents in an organised manner and to share information where appropriate;
- Enable the storing of documents centrally and allow remote access;
- Assist in ensuring compliance with GDPR and Freedom of Information;
- Streamline administrative processes by replacing paper based activities with electronic capability; and
- Promote joint working opportunities between service areas where the sharing of information is appropriate.

1.4 Review of the Licensing Service

The scoping phase of the Licensing Review was completed in Quarter 2 and has identified a number of areas where efficiencies in service delivery have been recommended and will be implemented:

- Procedures to be documented;
- Workflows to be in place to ensure processes are completed end to end and in a consistent manner;
- Allocation of work to be consistent with the skill level of the Officer;
- Migrate paper records to an electronic system;
- Deliver training to Officers;
- Make better use of IT systems with consideration of the best system to support the business;
- Re-allocate processes to the front line Customer Service Team where this is appropriate to support the new workflows; and
- Utilise online forms to their maximum capability particularly within Taxi Licensing and Renewals which is a core part of this service.

Demonstrations of IT systems have taken place in Quarter 2 and a decision will be made of the best option to support the service redesign and the delivery of an efficient service.

1.4 Garden Waste update

At the end of Q2 10,884 residents had signed up for the chargeable garden waste collection service, realising a gross income for the Council of £397,705. A project to launch the renewal of subscriptions for this service will be launched in Quarter 3.

1.6 Council Wide Projects

The table below lists all of the projects which were reviewed during Quarter 2 and gives an indication of progress:

Green	Project progressing at expected rate and will meet deadline
Amber	Project is progressing but may not meet deadline
Red	Project is yet to be started or project will not meet deadline

Project	Current Situation	Deadline	Current RAG
Refurbishment of Crow Mills Picnic Area	Work commenced on site 25 September 2018.	Expected completion end of November 2018	Green
Dog Walk Shelter, Blaby Road Park	Site visits undertaken and work schedule determined. Quotes due back mid-October 2018.	End of financial year.	Green
Ervins Lock Pedestrian Footbridge	Planning application to Committee 25 October 2018 (planning permission has been granted; the latest position is included in the Facilities report.	End of financial year.	Amber
Incorporating ex Scout Hut Land into Oadby	Quotes sought for a groundwater investigation	End of financial year.	Green

Cemetery	which is needed to submit the full application.		
Extension of Garden of Remembrance at Oadby Cemetery	Dependant on contractor who has a work backlog leading to a delay in works starting.	End of financial year.	
Refurbishment of Bus Shelters	Works have commenced on site. Expected to be completed on schedule.	End of November.	
New ICT Server for Orchard	Meeting held with Orchard account manager in Q2 to scope work. Project plan to be produced in Q3.	Long term project.	
Citrix and supported infrastructure	Testing rescheduled for Q3.	Long term project.	
Server/Network hardware replacement	Recommendations from Wi-Fi survey to be scheduled for Q3.	Long term project.	
ICT Replacement Programme/Mobile Working	Pilot scheme progressing and will be assessed in Q3.	End of Financial year.	
Capital Repairs Scheme HRA	No work carried out in Q2. A plan for resourcing this work will be in place in Q3.	Monitoring of the 10 year plan.	
Horsewell Lane Pavilion	Planning permission granted. Tender process completed in Q2.	Works on Site by end of November 2018.	
41 Canal Street	Auctioneer agreed for 09.10.2018 (the property was successfully sold at auction on 09.10.2018)	End of December 2018.	
Document Management System	HR implementation progressing to plan and will be completed at the beginning of Q3.	Continuous project.	
IIP Action Plan	Monitoring of IIP action plan is continuing.	In progress.	
People/Workforce Strategy	Heads of Service will input to the strategy in Q3.	December 2018.	