

DIGITAL TRANSFORMATION SCRUTINY PANEL – 29TH MARCH 2022

Report of the Head of Customer Experience

ITEM 7 PROJECTS UPDATE

Purpose of the Report

To provide the panel with information related to projects, requested at the previous meeting of the panel.

Action Requested

That the panel notes the contents of the report.

Reasons

1. To ensure the panel received the information requested at the previous meeting of the panel.
2. To assist the panel to make recommendations.

Background

At the meeting of the Digital Transformation Scrutiny Panel on 28th February 2022, a report was provided by the Head of Customer Experience outlining the current and future projects to be undertaken by the council in relation to digital transformation. To assist with the consideration of this information, the panel were provided with the ICT Strategy and Customer Service Strategy.

The panel raised a number of queries relating to the information provided. A detailed summary of the discussions at the meeting of the Digital Transformation Scrutiny panel on 28th February 2022 can be found in the minutes of the meeting. Responses to the queries are set out in the report.

Responses

1. Percentage of enquiries made via a smart device

	Mobile	Desktop	Tablet
Sep	57%	38%	5%
Oct	58%	36%	6%
Nov	62%	33%	5%
Dec	62%	33%	5%

Jan	59%	37%	5%
Feb	58%	36%	5%

2. A summary of the work already undertaken as part of the Transformation Services Review

Due to the pandemic, the vast majority of planned transformation activity has been placed on hold to enable resources to be reallocated to support other initiatives such as business grants. However a small amount of work has taken place in recent months, the following reviews have been either undertaken or are currently in progress as part of the Transformation Review programme:

Garden Waste

Review of the Direct debit and sticker process – outputs currently being implemented or on hold due to resources issues.

Development Control

Transformation review undertaken, recommendation to complete a strategic review with support from external organisation, currently planned to commence late 2022.

Corporate Post

Review of current postal requirements of the organisation as a result of the pandemic and increased digital communication, report currently in draft stage.

Corporate Emails

Review of the corporate email boxes and electronic communications to reduce waste demand and increase efficiency and customer experience – scoping of project just commenced.

Recruitment

Review of the current recruitment process, review is currently in progress, findings and recommendations have not yet been completed.

Pools cars

In line with the review of the Essential Car User Policy, options around the provision of pool cars is currently under investigation, findings and recommendations have not yet been completed.

3. Provision of the McKinsey report, referred to in the Customer Services Strategy 2022-25

The McKinsey report is attached as an annex. In addition, the following annexes are attached for the panel's information; Lloyds Bank Consumer Digital Index 2021, Lloyds Bank Essential Digital Skills Report 2021.

4. Most used online forms over the past two years

The Council has nearly 100 online forms available, the most used forms (forms with over 1,000 submissions) in the last 2 years are:

Form	Number
Bulky Waste	15834
Missed Bin	10924
Damaged/Repair Bin	11522
Garden Waste new sign up	7756
Medical Waste collection request	3378
Self-isolation grant	2718
Garden Waste Replacement Sticker	2947
Report Noise	1965
Business Rate Relief	3276
Fly Tipping	1761
Garden Waste Renewal	1599
Business Grant Discretionary Scheme	1030
Garden Waste Amendment	1274
Business Restart Grant	1179
Bin Exchange/Surplus	1199

5. The provision of data on abandoned online forms

This data is currently unavailable.

Appendices: Annex 1 – McKinsey and Company – A global view of how consumer behaviour is changing amid COVID-19

Annex 2 – Lloyds Bank – UK Consumer Digital Index 2021

Annex 3 – Lloyds Bank – Essential Digital Skills Report 2021

Background Papers: None

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