

# Housing and Building Services Customer Solution

April 2022

Homes and Safe Communities Scrutiny Committee



# Developing our new Digital Customer Services Platform for the Council



- ▶ The current Oracle CRM system licence runs out in Summer 2022 and will not be renewed
- ▶ Reduced costs due to automation of time consuming paper based processes
- ▶ Part of the Council's Digital Transformation journey and offers end-to-end digital transactions to increase customer satisfaction, compliance and revenue whilst still enabling face to face and telephone transactions.
- ▶ A third of Local Governments have adopted the govService online service delivery to modernise how licencing, permit, and registrations are dealt with digitally



# What is govService?



- ▶ A system built for and used by Governments across the UK
- ▶ Mutli-channel digital approach to delivering public services
- ▶ Modern form builder package and staff interface to allow for a seamless customer experience and more efficient streamlined workflows - integrates with our GovDelivery communications platform
- ▶ Key Features
  - ▶ Service Request Management
  - ▶ Customer Service Hub
  - ▶ Customer Portal
  - ▶ Smart Online Forms
  - ▶ Staff Portal



# All Forms accessible by Telephone, Online and In Person



- Home
- My Accounts
- Online Services
- My Requests
- Council Tax and Benefits

## Online Services

Search available services Search

- Apply
- Request
- Report

- A** Abandoned Vehicle
  - Alley Gates
  - Animal Fouling %
  - Animal Fouling, Dead Animals, Overflowing Bins, or Drug Paraphernalia
- B** Beddings and Borders
  - Benches
  - Bollards
  - Bus Shelter
- C** Complaints and Compliments
  - Council Bins %
- D** Dead Animals %
  - Dog Barking %
  - Dog Found %
  - Drug Paraphernalia %
- E** Empty Homes %
- F** Flooding
  - Fly Grazing, Abandoned or Stray Horse %
  - Food and Hygiene Complaint %
- G** Grass Cutting
- H** Heavy Verge Damage
  - Highway Weed Control
  - Highways Drainage
  - Highways Spillage
  - Housing Complaint %
  - Housing management issue %
- I** Illegal Signs and Advertising
- M** Managed Car Parks
  - Manhole Cover
  - Missed Commercial Waste Collection
  - Missed Recycling or Black Bag Collection
- N** Noise and Air Pollution %
  - Noise Complaint %
- O** Obstruction to Roads
  - Overflowing Bins %
- P** Planning Complaint %
  - Playgrounds and Play Equipment
  - Potholes and Pavements
  - Public Toilets
- S** Sports Grounds Maintenance
  - Stray Animal %
  - Street Lighting
  - Street Name Signs
- T** Traffic Signal Fault
  - Trees
- W** Waste Spillage



# Customer Service Hub



Service C1V Phones Welcome to Service Josh Harris

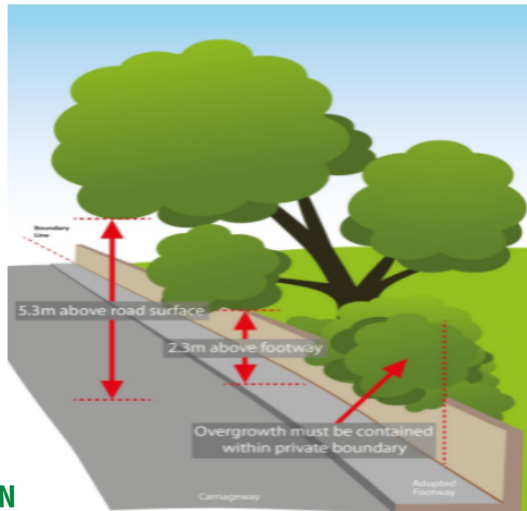
Workspace: C1V Phones    Customer: Mr. Joshua Harris    Enquiry: Overgrown Vegetation    **4** Form name: Overgrown Vegetation    5 Case Summary

▶ N  
C  
▶ S  
▶ A  
▶ C

## Overgrown Vegetation - Initial Report

[Introduction](#)    [Contact Details](#)    [Location Details](#)    [Report Details](#)    [Notes](#)

Use this form to report overgrown vegetation on council owned footpaths and adopted highways. See the picture below for further guidance on our criteria for action.



Tick the box below if you would like to raise this case anonymously

Remain anonymous



# Smart Online Forms



## Flooding - Initial Report

EN ▾

Introduction Location Details **Report Details** Notes

Should this be considered an emergency? \*

Yes  
 No

Which of the following is the flooding affecting? \*

Private residences  
 Highways  
 Other

Is the flooding sewage water? \*

Yes  
 No  
 Unsure

[← Previous](#) [✖ Cancel](#) [Next →](#)

[Toggle Console](#)



# Staff Portal (CaseViewer)



Staff Portal Welcome to Dash! Josh Harris

## Staff Portal

- Home
- CaseViewer**
- Services

- ▶ The Staff can view requests
- ▶ CaseViewer can transfer requests
- ▶ Allow staff to view requests

Views and filters

- All open cases
- Assigned to me
- Assigned to my groups
- Custom filters**
- + Save current view

General filters

Case status  
 Open  Closed

Task status  
 Open  Closed  
 Saved

Group  
Select options

Assigned user  
Select user(s)

Process / Stage filters

Case ID

Sort

Case creation date (latest first)

Advanced search

Case Info	Due Date	Summary	Notes
VOG-412218606 Vale Business Start-up Bursary - EOI (Review) Created on 31/03/2022 by an unauthenticated user	No case due date		0 View
VOG-412221689 Additional Refuse Bags (Review) Created on 31/03/2022 by [REDACTED]	No case due date		0 Continue View
VOG-412219988 Littering (Cleansing Team Review) Created on 31/03/2022 by [REDACTED]	No case due date		0 Continue View



# Implementation Progress So Far...

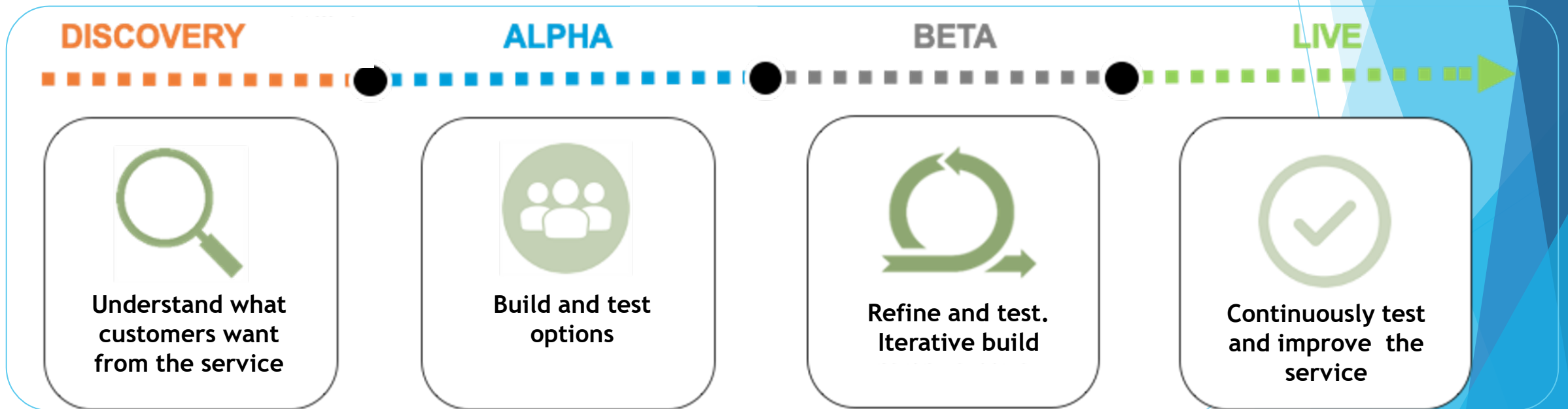


- ▶ Soft Launch Go-Live 4<sup>th</sup> December 2021 for Telephone, Face to Face and Online
- ▶ Highways, Parks and Grounds and Waste Management Service Areas are up and running with using the system as part of their daily operations
- ▶ 42 processes that were available in Oracle currently live on the Customer Portal
- ▶ Approx. 93 remaining process to be made live in govService (worst case scenario)





# Service Design Approach

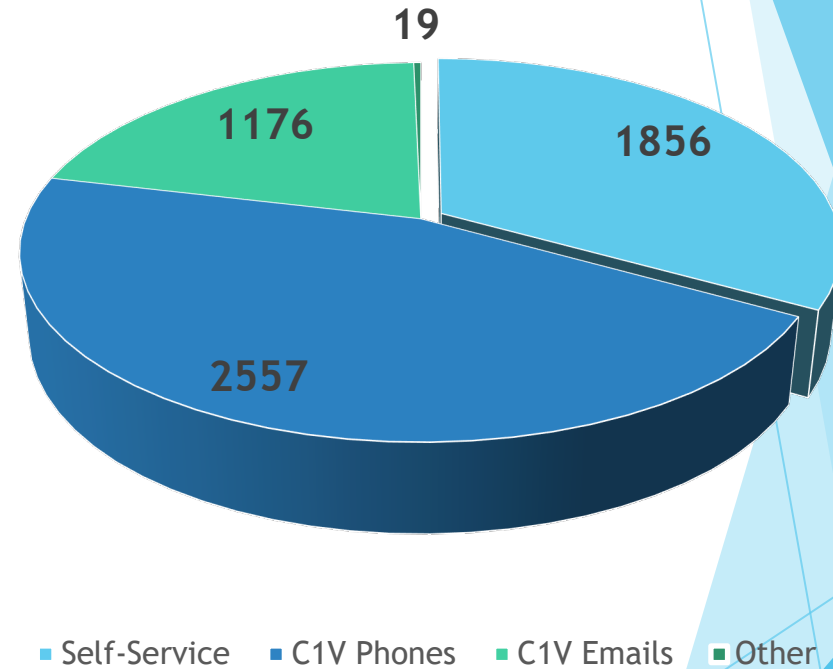


# Current Statistics

Total Transactions

5608\*

Transaction Summary



# Next Steps for CRM...



- ▶ Design, Prototype, Test and Build remaining outstanding processes and service areas, including Housing adopting a 'Lift and Shift' approach - MVP
- ▶ Deadline of Summer 2022 to remove all remaining service areas from Oracle
- ▶ Commence Phase 2 of the project to redesign and improve the customer experience - build brilliant experiences for customers across all their preferred channels.
- ▶ Integrate new Housing and Building to ensure that we build a seamless platform for our customers and Staff alike.



# Upgrading Our Housing and Building Repairs Systems

- ▶ The Council's Housing and Building Services Team currently use several different systems that are linked to provide and coordinate Housing and support services.
- ▶ These systems have either reached the "end of life" or are about to reach this stage, with some systems becoming unsupported.



# Actions / Steps taken

- ▶ Tender completed to appoint a single provider offering integration across all modules
- ▶ Supplier demonstrations undertaken with all housing staff
- ▶ NEC appointed
- ▶ Provisional project start date of 27<sup>th</sup> April
- ▶ Project will run for 12-18 months



# System upgrade

- ▶ Cloud based server and web based application
- ▶ Accessible on any device
- ▶ Customer self service portal which is fully embedded on Vale of Glamorgan website
- ▶ User friendly with a visual user interface
- ▶ The software is fully configurable and bilingual
- ▶ Communicate with customers via SMS, E-Mail and letter



# NEC Housing

NEC Housing

Enter Page Search

Refresh Configure MyDashboard

Conf ROUT Voids: 58

Tenancy Reviews: 81

Outstanding Repairs: 81

Pending Acc Actions: 70

South Patch Accs: 86

Take a Payment CIH Website NEC DWP Gov.UK

**My Recent Pages**

- Run Batch Job
- Job Schedule
- Task Summary
- Rents
- Tenancies

Task Name	New Today	Overdue	High Priority
Application List Entries	0	1	1
Customer Services	2	46	3
Housing Advice	0	1	1
Rent Arrears	0	34	1
Tenancies	1	128	5
Voids	0	16	5
<b>TOTAL</b>	<b>3</b>	<b>226</b>	<b>16</b>

NEC Housing

Enter Page Search

Activate Drag'n Drop Refresh Configure MyDashboard

Current Voids: 24

Current Offers: 11

Arrears Cases: 115

Orders for Auth: 24

Inspections: 24

Manchester: 11°C

Appointment Calendar for SAMANTHA BANNISTER

WorkZone

Task Name	New Today	Overdue	High Priority
Automatic Inspections	0	1	0
Rent Arrears	0	2	1
Tenancy Creation	0	1	0
Rent Arrears	0	2	1
Tenancy Creation	0	1	0
<b>TOTAL</b>	<b>0</b>	<b>4</b>	<b>1</b>

My Favourites

NEC Housing

Enter Page Search

Refresh Configure MyDashboard

Conf ROUT Voids: 58

Tenancy Reviews: 81

Outstanding Repairs: 81

Pending Acc Actions: 70

South Patch Accs: 86

# Project Benefits for the Council are similar to CRM

- ▶ Improve service delivery and increase efficiency, providing better use of existing resources
- ▶ Consolidation of individual modules
- ▶ Cloud and web based system aligns with digital strategy
- ▶ Channel shift to encourage residents to access online services
- ▶ Improves communication with customers
- ▶ Automation and reduction of duplication





# Benefits for staff

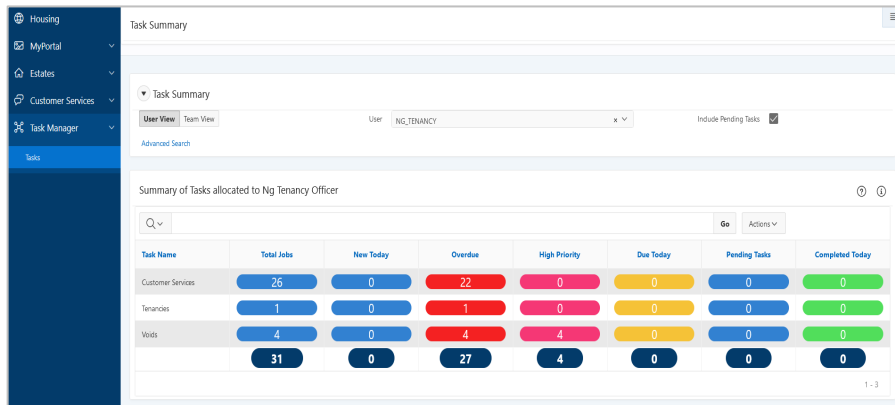
- ▶ Single view of each customer / property
- ▶ Manage the whole lifecycle and maintain the 'golden thread'
- ▶ Reporting, KPI's and analytics
- ▶ Automated work tray management and work distribution
- ▶ Back office is fully integrated with Housing Online
- ▶ Mobile working will improve staff productivity
- ▶ Ability to view and edit documents from any device
- ▶ Compliance and asset management



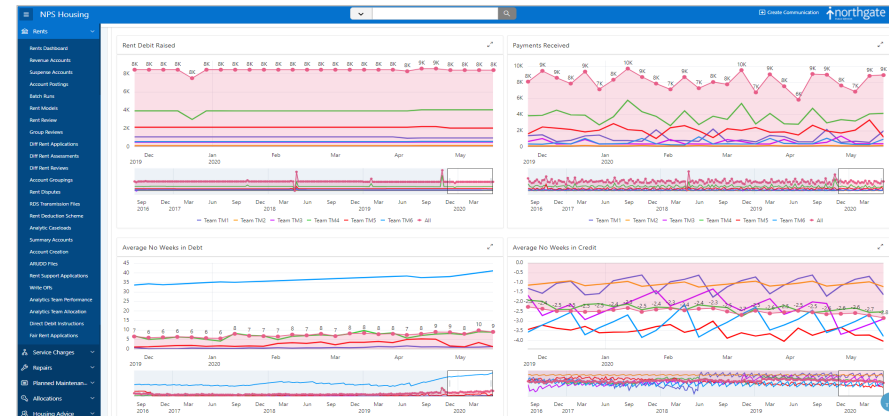
# System Benefits



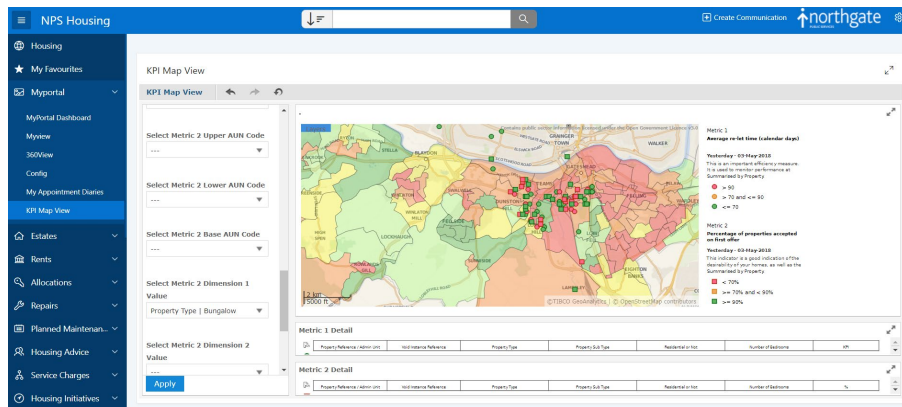
## Automated work tray management



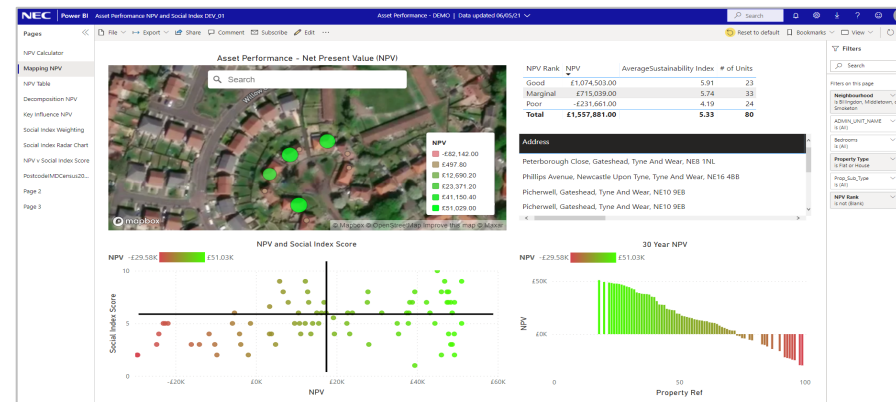
## Account Analytics and reporting



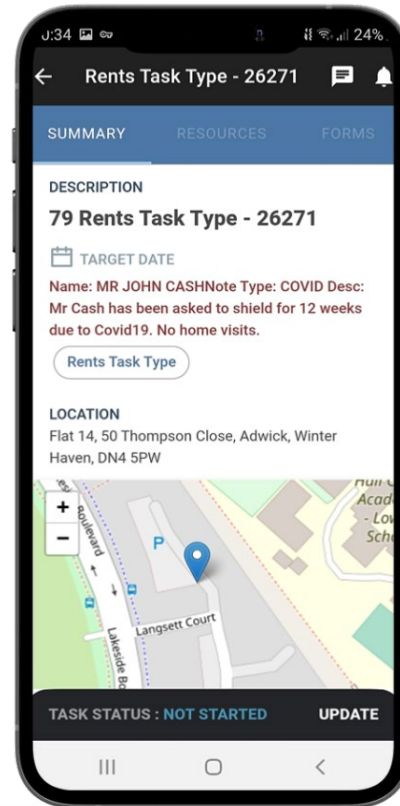
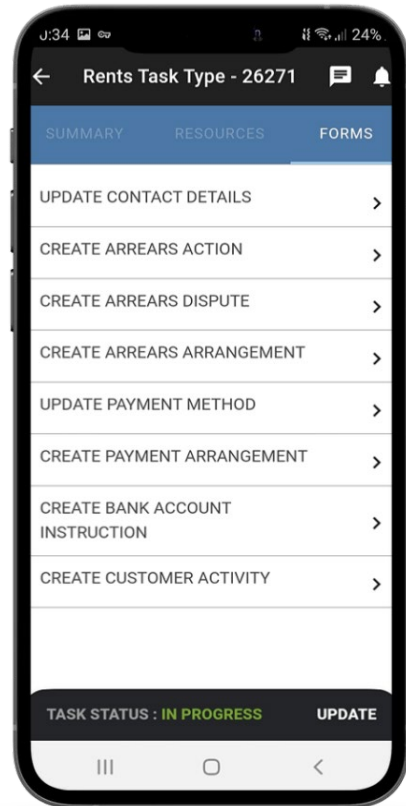
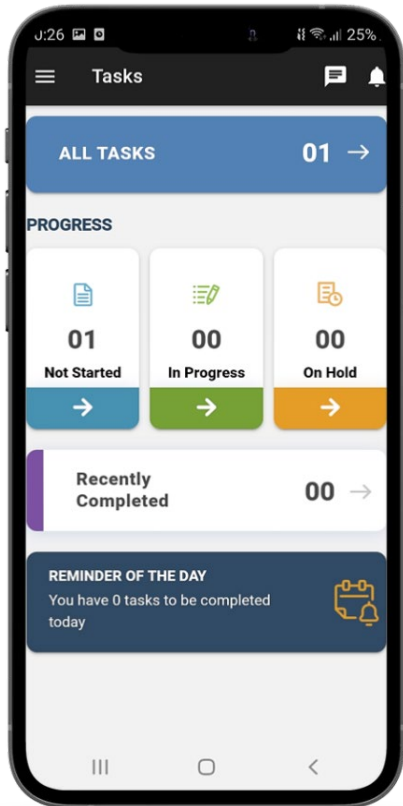
## Embedded Dashboards with drill-through



## Asset management



# NEC Go Mobile - Mobile App for Staff



Stock condition surveys

Fire risk / legionella

Repairs / inspections

Gas / electric / lift servicing

Estate and account management

# Benefits for customers

- ▶ Improve customer interface and communication
- ▶ Upload documents online and view documents online
- ▶ Repair finder preloaded with 100's of images
- ▶ Book, rearrange and cancel appointments online
- ▶ View account history, actions, rent balance, payments
- ▶ Set up payment plans online and download rent statement



# Self service / Housing Online

The screenshot displays the 'My Summary' page of the NEC Housing Online self-service portal. At the top, a navigation bar includes links for 'New Application', 'My Messages', 'My Personal Details', 'My Login Details', and 'Home'. The main content area features a 'My Summary' heading, followed by two notification boxes: one for updating contact information and another regarding parking restrictions at Fair Oaks. Below these, a welcome message for 'Martin' is followed by a grid of service tiles: 'COVID-19 - Request Financial Support', 'Contact Us', 'Report ASB', 'View My Tenancies', 'My Accounts', 'My Repairs', 'View My Housing Options', 'Choice Based Lettings', and 'My Accepted Housing Applications'. A user profile icon is visible in the bottom right corner of the interface.

New Application My Messages My Personal Details My Login Details Home

## My Summary

Please keep your contact information up to date. Our records show your current mobile number is 07766053163 [Click here to update](#)


Due to re-surfacing works - No parking is permitted at Fair Oaks next week.

Welcome **Martin**, below is a summary of areas you can access within **NEC Housing Online**.

- COVID-19 - Request Financial Support
- Contact Us
- Report ASB
- View My Tenancies
- My Accounts
- My Repairs
- View My Housing Options
- Choice Based Lettings
- My Accepted Housing Applications




# Housing Online - Repairs

 Vale of Glamorgan Council  
Cyngor Bro Morgannwg [Log Out](#)

[New Application](#) [My Messages](#) [My Personal Details](#) [My Login Details](#) [Home](#)









## Report a Repair

[Back](#)

Text only version  


[Contents](#) [Basket Empty](#) [Back](#)

Please select the appropriate section:

 Basins and sinks	 Baths and showers	 Doors	 Drainage and gullies	 Electrics	 Floors, walls and ceilings	 Kitchen units
 Windows						



# Housing Online - Repairs



Vale of Glamorgan Council  
Cyngor Bro Morgannwg

Log Out

New Application   My Messages   My Personal Details   My Login Details   Home


## Report a Repair

[Back](#)


Search fault keywords

Contents > Baths and showers [Basket Empty](#) [Back](#)

**Baths and showers**  
Please select the appropriate sub section:



Baths



Showers



# Housing Online - Repairs

New Application   My Messages   My Personal Details   My Login Details   Home

## Report a Repair

[Back](#)

Search fault keywords


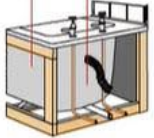
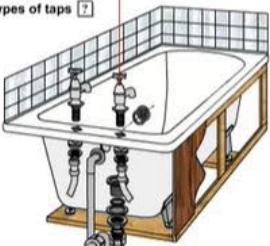
[Contents > Baths and showers > Baths](#)   [Basket Empty](#) [Back](#)

Please select the label that best describes the fault or damage:

Related Items:  
Tiling

<input type="checkbox"/> Bath tap is broken or leaking	<input type="checkbox"/> Panel is loose or damaged	<input type="checkbox"/> Plug and chain is broken or missing
<input type="checkbox"/> Water is seeping between bath and wall	<input type="checkbox"/> End panel is loose or damaged	

**Types of taps** ?



**Leaks** ?

<input type="checkbox"/> Bath is blocked
<input type="checkbox"/> Waste is leaking





# Customer experience

- ▶ Key focus of govService and NEC Housing is to improve the customer experience, for all customers accessing information through all communication channels.
- ▶ The project teams are working in coordination to ensure there is a consistent and seamless experience for customers.
- ▶ **Great customer experience, improved communication and improved productivity** are the overarching principles which will influence the design and how the two systems interact.



Any questions?

