Housing and Building Services Customer Solution

April 2022

Homes and Safe Communities Scrutiny Committee

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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

Customer Service Hub

GRANICUS

Smart Online Forms

Staff Portal (CaseViewer)

GRANICUS

- The St...
  reque...
- CaseV...
  transf...
- Allows...

Staff Portal

Welcome to Dash! Josh Harris ▾

Staff Portal

| Home | CaseViewer | Services |

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

[   ]   **Search**

▾ Advanced search

Sort
Case creation date (latest first) ▾

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	No case due date		0 — Continue → View 👁
VOG-412219988 Littering (Cleansing Team Review) Created on 31/03/2022 by	No case due date		0 — Continue → View 👁
VOG-412218269		Bus Shelter Location:	

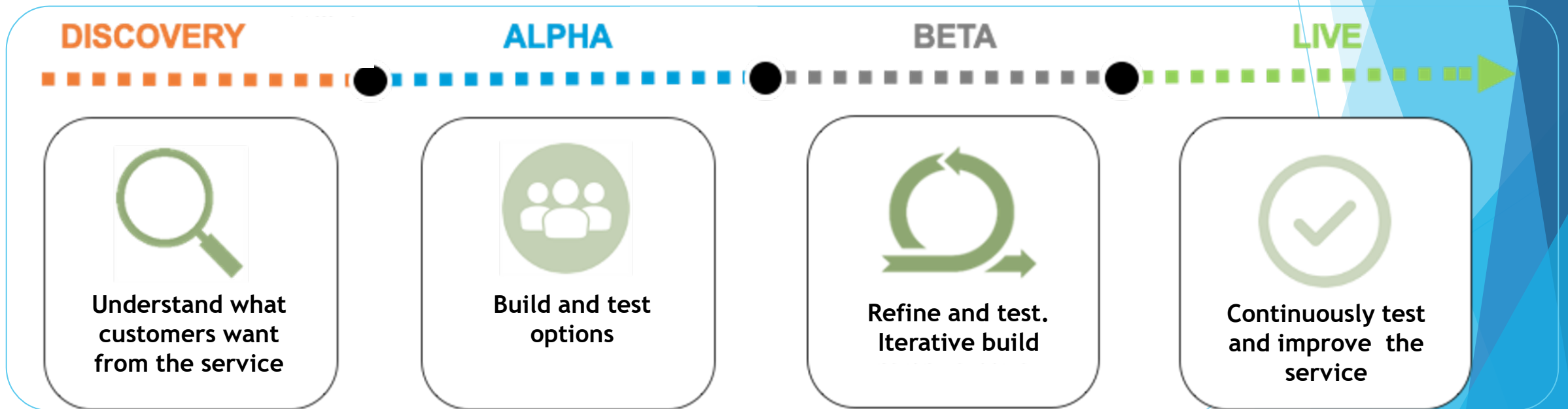VALE of GLAMORGAN
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Implementation Progress So Far...

▶ Soft Launch Go-Live 4th 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)
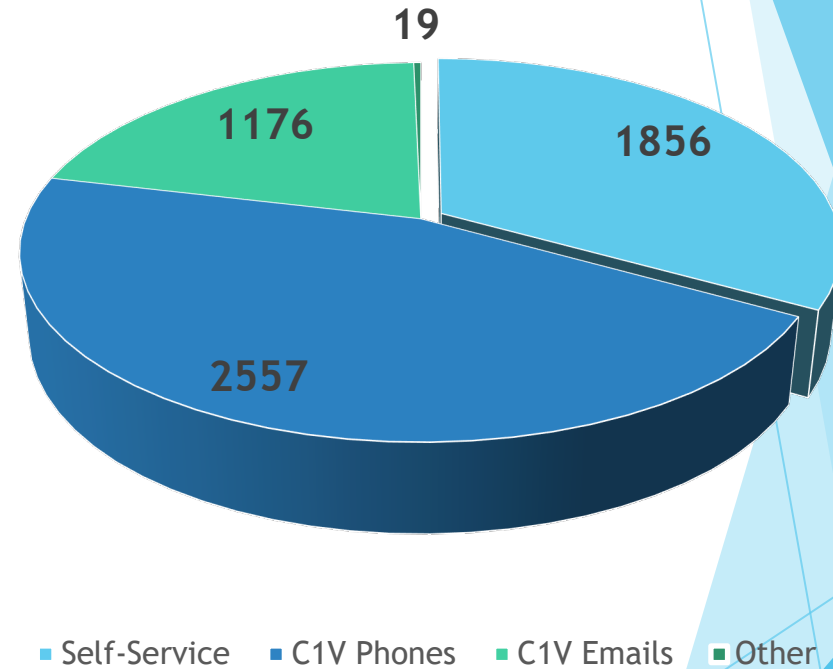
Service Design Approach

DISCOVERY — ALPHA — BETA — LIVE

Understand what customers want from the service

Build and test options

Refine and test. Iterative build

Continuously test and improve the service

Current Statistics

GRANICUS

Total Transactions

5608*

Transaction Summary

- Self-Service
- C1V Phones
- C1V Emails
- Other

19
1176
1856
2557

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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.

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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 27th April

▶ Project will run for 12-18 months

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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

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

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System Benefits

Automated work tray management
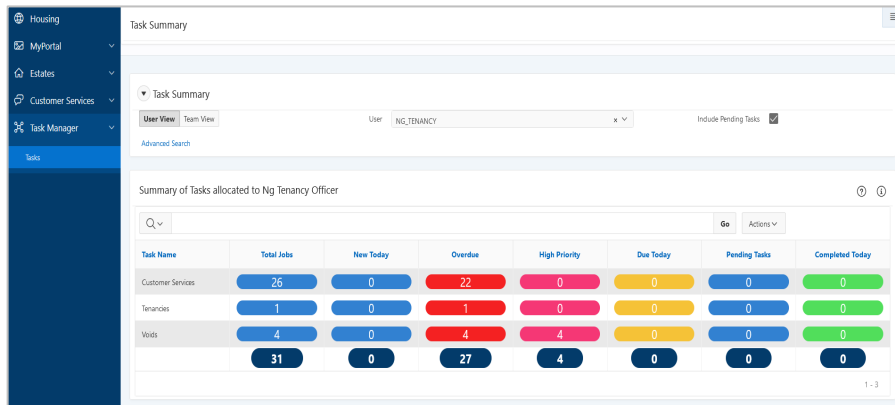
Account Analytics and reporting
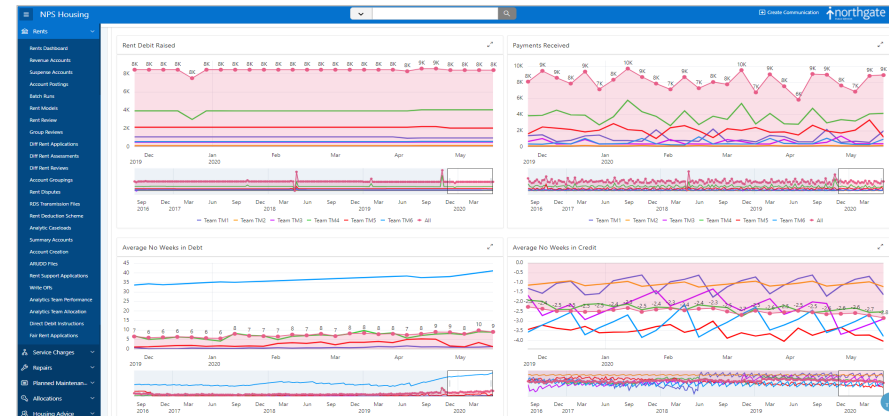
Embedded Dashboards with drill-through
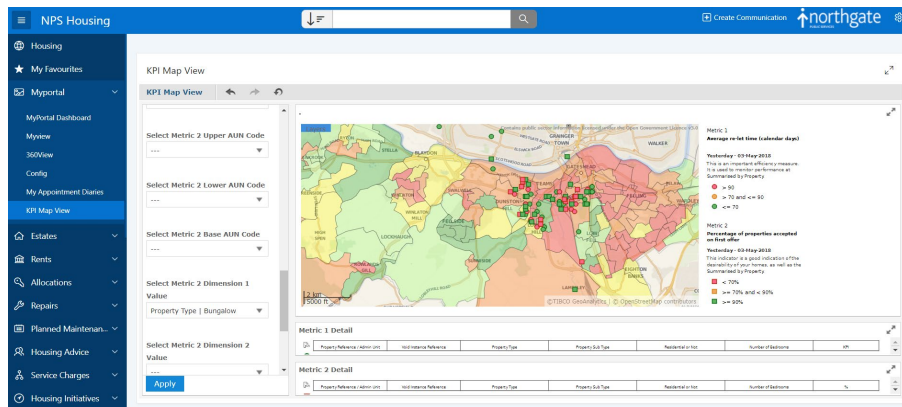
Asset management
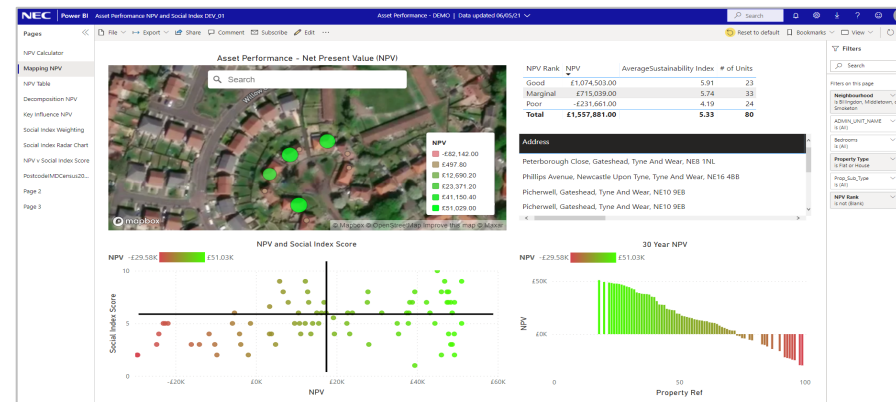
NEC Go Mobile – Mobile App for Staff
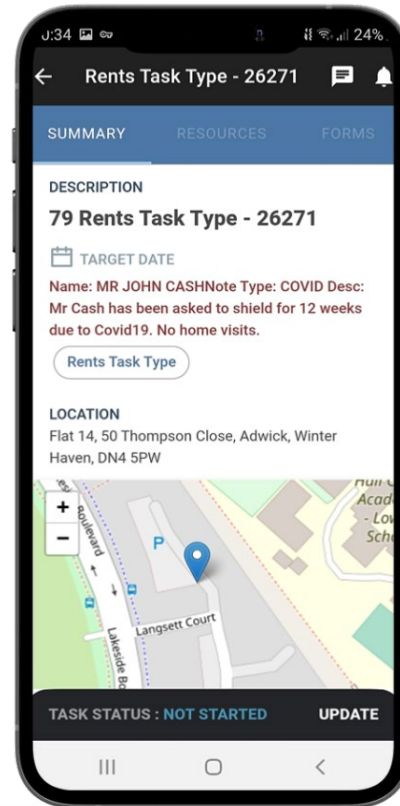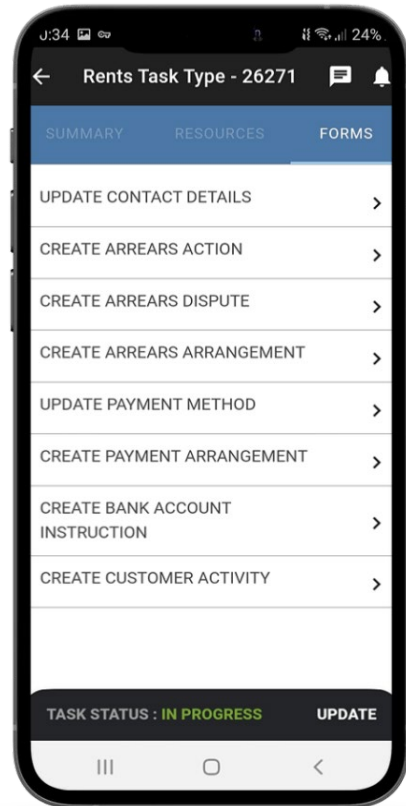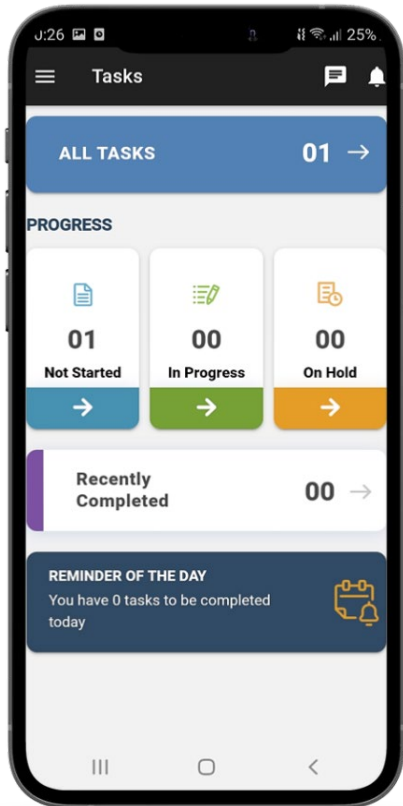
Stock condition surveys

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

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Self service / Housing Online

Housing Online - Repairs

Housing Online - Repairs

Housing Online - Repairs

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.

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Any questions?

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