

Digital Projects Update

October 2022

Homes and Safe Communities Scrutiny Committee



In April we provided an update on projects aimed at improving residents online experience

- ▶ Moving service from Oracle CRM to GovService
 - ▶ Part of the Council's Digital Transformation journey and offers end-to-end digital transactions.
 - ▶ Multi-channel digital approach to delivering modern public services
 - ▶ Online account - report and track reports / applications
 - ▶ Reduced costs due to automation of time-consuming, paper-based processes
- ▶ NEC Housing
 - ▶ 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



GovService Progress



- ▶ Only 42 low volume processes left to transfer from Oracle CRM (93 in April)
- ▶ Stage 1 Complaints live since 05 September 2022
- ▶ Services to be launched during current sprint
 - ▶ Housing Management
 - ▶ Telecare
 - ▶ Blue Car Badge
 - ▶ Integration with Confirm Asset Management
- ▶ Attended Tenants Engagement Event
 - ▶ Recruited tenants to support service development
 - ▶ User Research - Groups & Individuals
 - ▶ Usability testing - for online processes



Confirm Integration



- ▶ **Display assets on map**
 - ▶ Street Lights
 - ▶ Traffic lights
 - ▶ Street furniture

- ▶ **Display non-asset reports on map**
 - ▶ Fly Tippling & Litter
 - ▶ Potholes

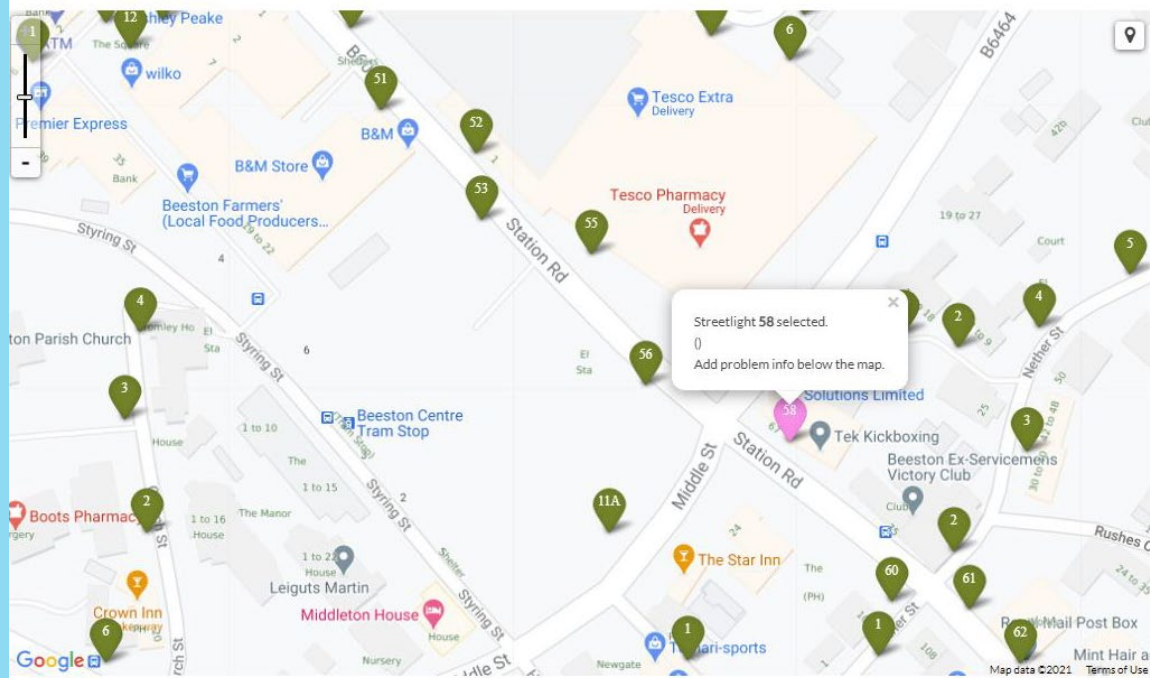
- ▶ **Status will be displayed** so residents can see whether issue / fault has already been reported - reducing duplication

- ▶ **Residents can be updated** with status changes via online account / by email.



Choose your street

Station Road, Beeston

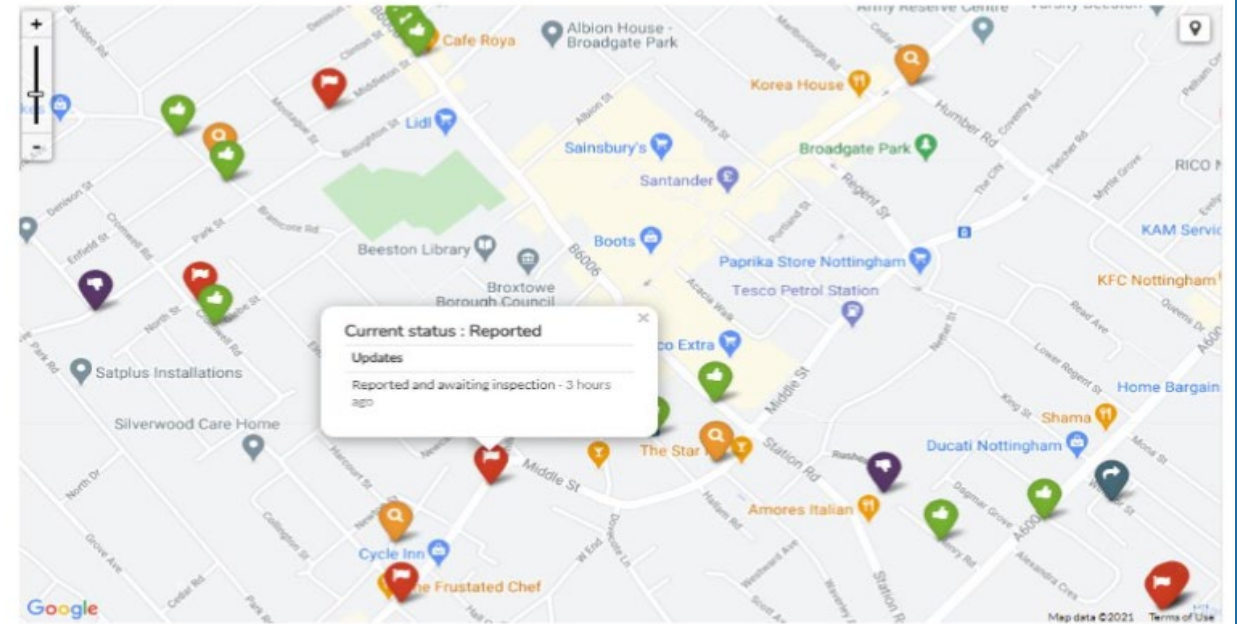


What is the streetlight fault? *

- Lit during the day
- Glowing red at night
- Light out
- Damaged streetlight column or casing
- Lamp position issues
- Other streetlight fault

Choose your street

Station Road, Beeston



We are already aware of this problem. If you would like to receive updates, please provide your email address

Email address *

Displaying information on a map

Upgrading Our Housing and Building Repairs Systems

- ▶ The Council's Housing and Building Services systems have either reached the "end of life" or are about to reach this stage, with some systems becoming unsupported.
- ▶ 3-Stage implementation – focussing on those systems that will become unsupported first
- ▶ Tenant facing systems Go Live target is December 2023



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.



Digital Inclusion and Cost of Living Crisis

- ▶ **Impact of the Cost of Living Crisis on Data Poverty** – inability to afford access to internet services and the consequential impact on employment, debt and inequality.
- ▶ **The National Databank-** The Good Things Foundation have come together with Virgin Media O2, Vodafone and Three and created the National Databank.
 - ▶ There are 3 types of sim cards can be ordered, some that are just data only, some that include minutes, and sims using different networks.
 - ▶ The Council or individual services need to sign up as a UK Online centre to use the service. <https://www.goodthingsfoundation.org/databank/>
 - ▶ UK Online Centre- Commitment to support residents to access online services and improve skills. Access to online training resources
<https://www.onlinecentresnetwork.org/ournetwork/join-the-network>
<https://www.learnmyway.com/>

Digital Inclusion and Cost of Living Crisis

- **Social Broadband deals**- many might be paying more than they need to or may not have broadband because they think they can't afford it. This information is being made available on the Cost of Living Crisis Hub on our website <https://www.moneysavingexpert.com/compare-broadband-deals/broadband-social-tariffs/>
- **The library of things** - if people need a tool or piece of equipment then this is a really cheap way of doing it. There is a centre in Barry one <https://barry.benthyg.cymru/how-it-works-1> and there is the Wales wide one: <https://www.benthyg-cymru.org/>
- **Unpaid Carers Allowance** and **Winter Fuel Support Scheme** application process built in GovService.

Supporting our residents with digital skills and access

1. **Tablets and chrome books for tenants** to use either on the schools system or intune and will be available as soon as they have been programmed
2. **7 Digital champions** who are trained to support tenant to get online
3. **Programme of support running at Crawshay Court** – this will be widened out as and when our more volunteers are recruited
4. Anyone that requires support to **loan a tablet** will be provided the information of **Data Banks and Social Broadband tariffs**
5. **Training sessions** already provided for residents - now be purchasing MiFi's and will have access to broadband to cover free WiFi in our sessions where there is no Wi-Fi available.
6. Providing **loan devices with data access** –tenants will be able to access an amount of data over a period of time.
7. **Veterans tablet loan scheme**
8. **Housing pay £1,500 per annum toward the vale tablet loan scheme** - iPads that are loaned out in the libraries, loaded with free data

Any questions?

Tony Curliss
Operational Manager - Customer Relations
tcurliss@valeofglamorgan.gov.uk
07926 570699

govService: helpme@valeofglamorgan.gov.uk
Digital Programme: digital@valeofglamorgan.gov.uk

