Introduction

- Developed following previous Channel Shift Camps
- Based on participant input and lessons learnt from GovMetric
- A reporting framework and methodology
- A Strawman!
- Automated channel interactions
- Further thoughts and ideas welcome.

CHANNEL SHIFT ADVISOR

- Dashboards
- Reports
  - Favourites
  - Report templates
  - Management reports
- Support pages
  - Help & Support
  - Benchmarking
  - Latest news

Tips

Use your dashboards to pull together all of the data that you look at the most.

Make your dashboards your own:

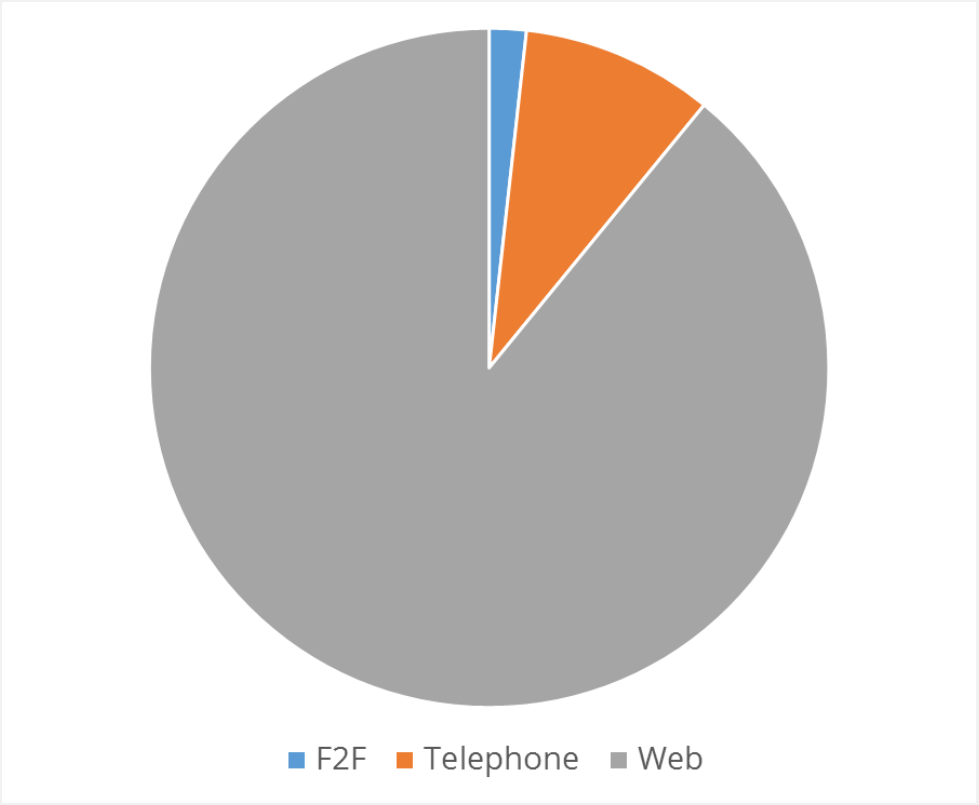
- drag your reports
- resize your reports

Click to watch a support video.

Home > Reports > Overview

OVERVIEW

Pie Chart | Bar Chart | Line Graph | Table



Refresh

01/10/2014 - 31/10/2014

Channel -

- [x] Face to Face
- [x] Telephone
- [x] Web

Service +

e-Forms +

Action Type +

Traffic +

Devices +

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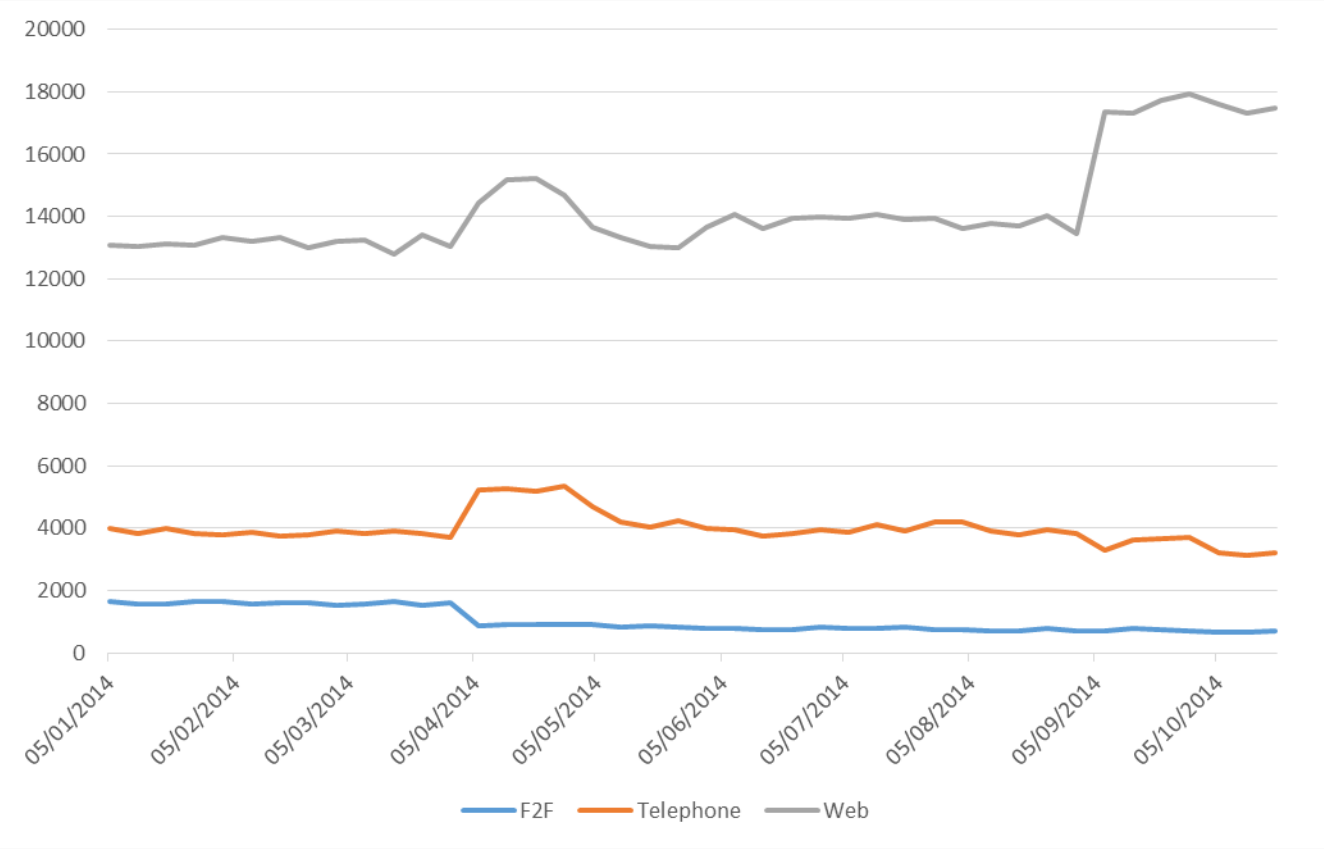
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Click to watch a support video.

BENEFITS – HOUSING BENEFIT

Pie Chart | Bar Chart | **Line Graph** | Table



Refresh 01/01/2014 – 31/10/2014

Channel -

- [x] Face to Face
- [x] Telephone
- [x] Web

Service -

- [ ] Adult Services v
- [ ] Benefits –
  - [ ] Appeal
  - [ ] Benefits advice
  - [ ] Benefits fraud
  - [ ] Change of circumstances
  - [ ] Council Tax benefits
  - [ ] Discretionary payment
  - [ ] General enquiry
  - [x] Housing benefit
- [ ] Children's Services v
- [ ] Council Information v
- [ ] Council Tax v
- [ ] Education v
- [ ] Environmental Services v
- [ ] Housing v
- [ ] Job Vacancies v
- [ ] Libraries & Museums v
- [ ] Licences v
- [ ] Planning & Building Control v
- [ ] Registrations v
- [ ] Roads & Transport v
- [ ] Sports, Leisure & Culture v
- [ ] Streets & Parking v
- [ ] Town Planning v
- [ ] Waste & Recycling v

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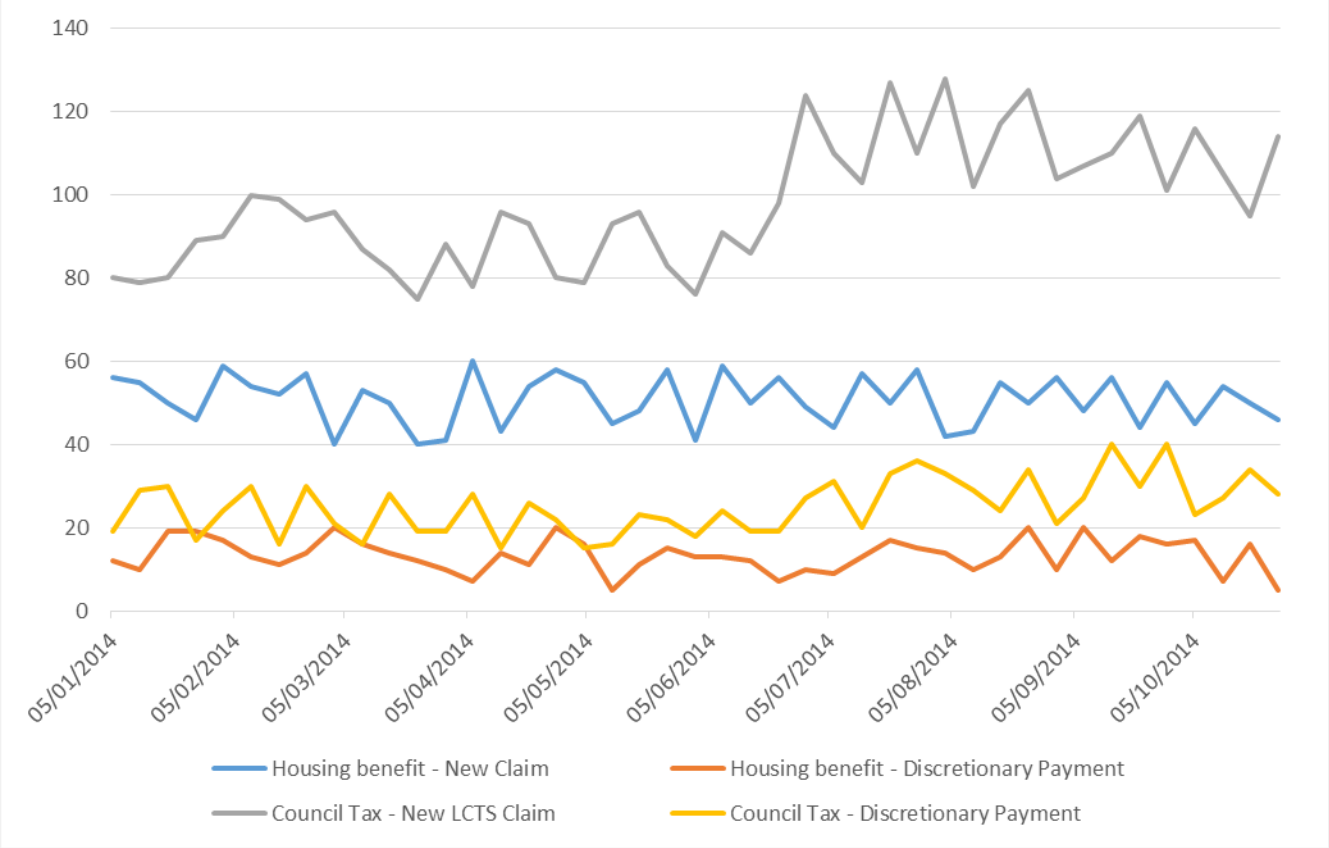
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Home > Reports > e-Forms – Housing / Council Tax Benefit

E-FORMS - HOUSING / COUNCIL TAX BENEFIT

Pie Chart | Bar Chart | **Line Graph** | Table



Refresh 01/01/2014 – 31/10/2014

Channel +

Service +

e-Forms -

- ☐ Benefits -
  - ☐ Appeal v
  - ☐ Benefits advice v
  - ☐ Benefits fraud v
  - ☐ Change of circumstances v
  - ☐ Council Tax benefits v
  - ☐ Discretionary payment v
  - ☐ General enquiry v
  - ☐ Housing benefit -
    - ☑ New Claim
    - ☑ Discretionary Payment
- ☐ Children's Services v
- ☐ Council Information v
- ☐ Council Tax -
  - ☐ Business rates v
  - ☐ Change of circumstances v
  - ☐ Council tax enquiries v
  - ☐ Discounts & exemptions -
    - ☑ New LCTS Claim
    - ☑ Discretionary Payment
    - ☐ Change Circumstance
  - ☐ General enquiry v
  - ☐ Payments v
- ☐ Education v
- ☐ Environmental Services v
- ☐ Housing v
- ☐ Job Vacancies v

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E-FORMS - HOUSING / COUNCIL TAX BENEFIT

Pie Chart | Bar Chart | Line Graph | **Table**

	05/10/2014	12/10/2014	19/10/2014	26/10/2014
Housing benefit - New Claim	45	54	50	46
Housing benefit - Discretionary Payment	17	7	16	5
Council Tax - New LCTS Claim	116	105	95	114
Council Tax - Discretionary Payment	23	27	34	28

Refresh

01/10/2014 – 31/10/2014

Channel +

Service +

e-Forms -

- ☐ Benefits -
  - ☐ Appeal v
  - ☐ Benefits advice v
  - ☐ Benefits fraud v
  - ☐ Change of circumstances v
  - ☐ Council Tax benefits v
  - ☐ Discretionary payment v
  - ☐ General enquiry v
  - ☐ Housing benefit -
    - ☑ New Claim
    - ☐ Discretionary Payment
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- ☐ Council Information v
- ☐ Council Tax v
- ☐ Education v
- ☐ Environmental Services v
- ☐ Housing v
- ☐ Job Vacancies v
- ☐ Libraries & Museums v
- ☐ Licences v
- ☐ Planning & Building Control v
- ☐ Registrations v
- ☐ Roads & Transport v
- ☐ Sports, Leisure & Culture v
- ☐ Streets & Parking v
- ☐ Town Planning v
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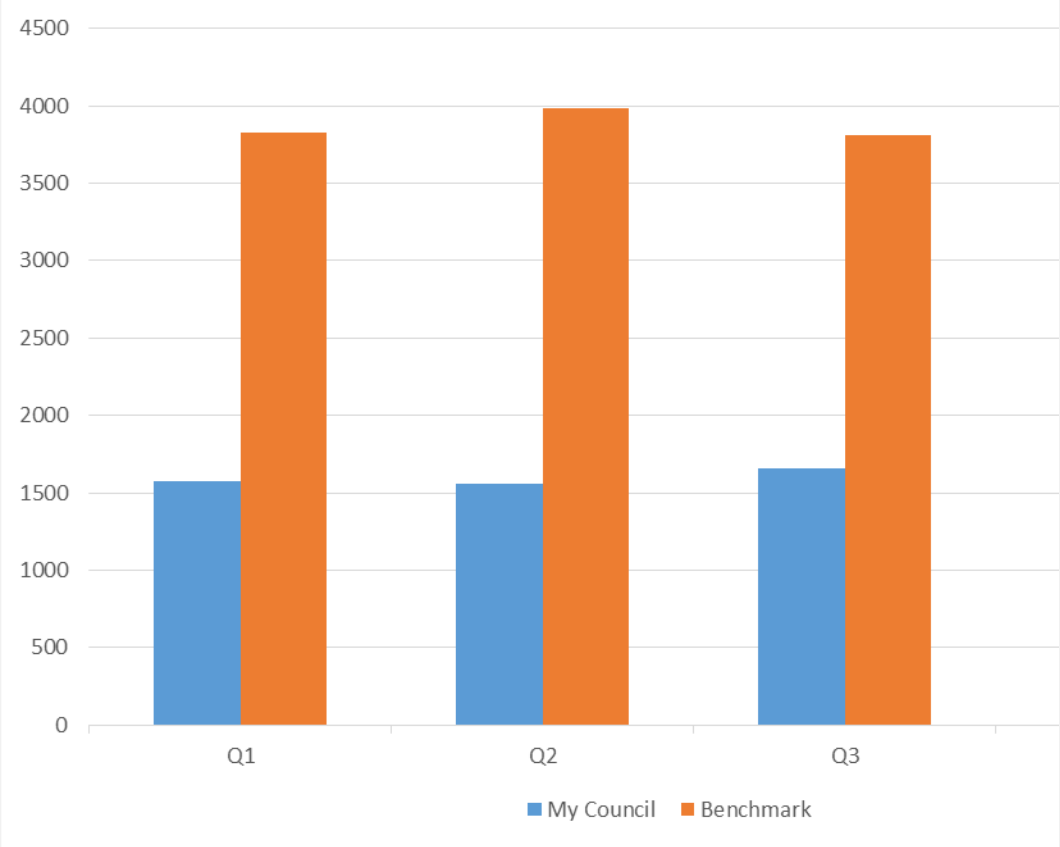
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BENCHMARKING – HOUSING BENEFIT

Pie Chart | **Bar Chart** | Line Graph | Table



Refresh 01/01/2014 – 31/10/2014

Channel

- ☐ Face to Face
- ☐ Telephone
- ☑ Web

Service

- ☐ Adult Services v
- ☐ Benefits –
  - ☐ Appeal
  - ☐ Benefits advice
  - ☐ Benefits fraud
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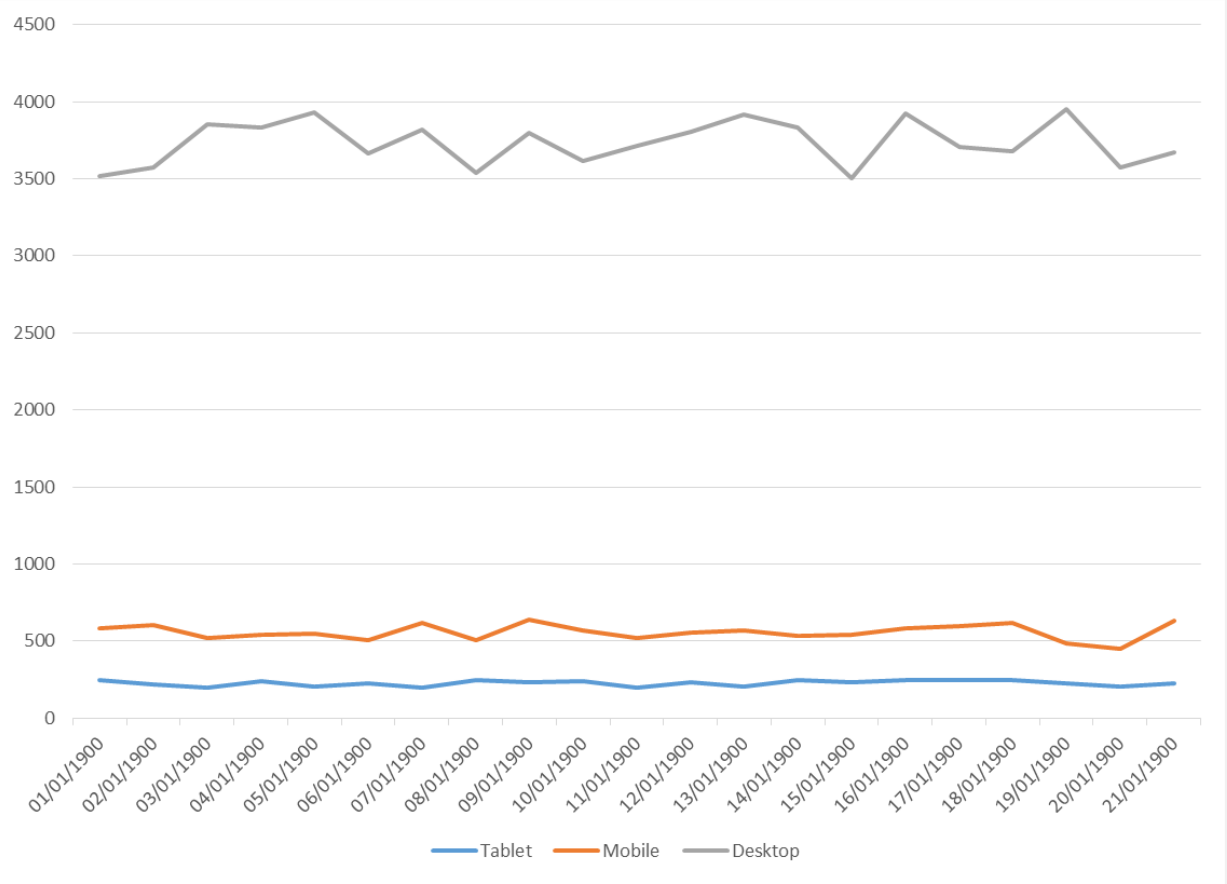
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Home > Reports > Traffic Analysis

TRAFFIC ANALYSIS

Pie Chart | Bar Chart | **Line Graph** | Table



Refresh

01/01/2014 - 31/12/2014

Channel -

- ☐ Face to Face
- ☐ Telephone
- ☑ Web

Service +

e-Forms +

Action Type +

Traffic +

- ☑ Windows
- ☐ Android
- ☐ Apple

Devices +

- ☑ Desktop
- ☑ Tablet
- ☑ Mobile
- ☐ Interactive TV

CHANNEL SHIFT ADVISOR

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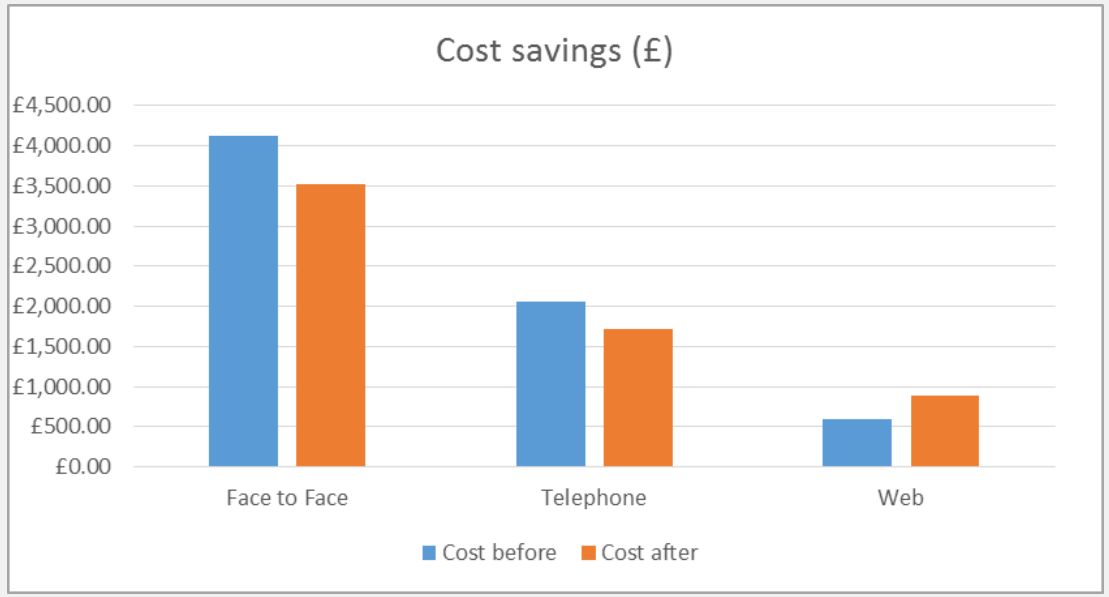
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CHANNEL SHIFT CALCULATOR

Pie Chart | **Bar Chart** | Line Graph | Table

	Cost before	*Cost after*	*Saving*
Face to Face	£4,120.00	£3,522.60	£597.40
Telephone	£2,050.00	£1,722.00	£328.00
Web	£600.00	£879.06	-£279.06
Total cost saving			**£646.34**



Refresh 01/10/2014 - 02/10/2014

Data +

- ☐ Adult Services v
- ☑ Benefits -

Face to Face (£) £8.24
F2F to Tel (%) 10%
Telephone £2.05
F2F to Web (%) 5%
Web £0.12
Tel to Web (%) 20%

- ☐ Council Information v
- ☐ Council Tax v
- ☐ Education v
- ☐ Environmental Services v
- ☐ Housing v
- ☐ Job Vacancies v
- ☐ Libraries & Museums v
- ☐ Licences v
- ☐ Planning & Building Control v
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- ☐ Town Planning v
- ☐ Waste & Recycling v
- ☐ Other v

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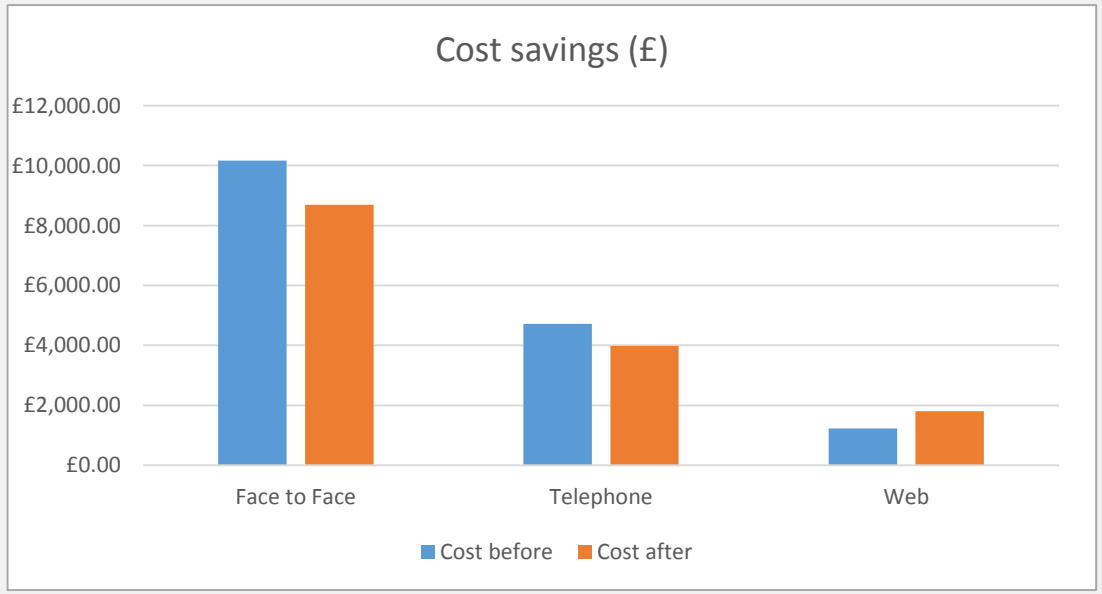
Click to watch a support video.

Home > Reports > Channel Shift Calculator

CHANNEL SHIFT CALCULATOR

Pie Chart | **Bar Chart** | Line Graph | Table

	Cost before	*Cost after*	*Saving*
Face to Face	£10,168.16	£8,693.78	£1,474.38
Telephone	£4,721.15	£3,979.30	£741.85
Web	£1,225.80	£1,806.98	-£581.18
Total cost saving			**£1,635.06**



Refresh 01/10/2014 – 02/10/2014

Data +

- ☐ Adult Services v
- ☑ Benefits -

Face to Face (£) £8.24 | F2F to Tel (%) 10%
Telephone £2.05 | F2F to Web (%) 5%
Web £0.12 | Tel to Web (%) 20%

- ☐ Council Information v
- ☑ Council Tax -

Face to Face (£) £6.50 | F2F to Tel (%) 10%
Telephone £1.75 | F2F to Web (%) 10%
Web £0.12 | Tel to Web (%) 25%

- ☐ Education v
- ☐ Environmental Services v
- ☐ Housing v
- ☐ Job Vacancies v
- ☐ Libraries & Museums v
- ☐ Licences v
- ☐ Planning & Building Control v
- ☐ Registrations v
- ☐ Roads & Transport v
- ☐ Sports, Leisure & Culture v
- ☐ Streets & Parking v
- ☐ Town Planning v
- ☐ Waste & Recycling v
- ☐ Other v

Benefits