

# Digital Service Transformation

Sarah Ryan (Channel Access Manager)



Yn agored a blaengar - Open and enterprising

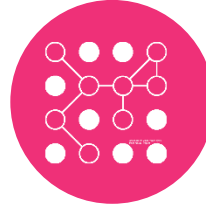


**Easy to use  
simple website**

**Interaction  
with our  
customers**

**Customer  
Satisfaction**

**Savings in  
cost and  
resource**



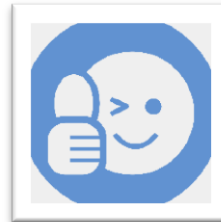
### **Easy to use simple website**

Customer interactions are simple and easy, customers are provided with updates on the progress of their jobs and are able to view their requests within a “My Account” function.



### **Savings in cost and resource**

By removing manual interventions, paper processing and back office systems, there will be an opportunity for efficiencies.



### **Customer Satisfaction**

Customers are able to leave comments about their on-line experience in order to help us to continually improve.



### **Interaction with our customers**

Customer interaction is captured in one system and customers are able to access multiple services through one single point of entry.



|                                                 |        |                                                |
|-------------------------------------------------|--------|------------------------------------------------|
| New platform / New website launched in parallel | Aug-17 | Scoping - CVT Permits                          |
| LIVE: My Account                                |        |                                                |
| LIVE: New Bin, Bag, Box                         |        |                                                |
| LIVE: Bin Day lookup                            |        |                                                |
| LIVE: Find your councillor                      |        |                                                |
| LIVE: Lookup council tax balance                |        |                                                |
| LIVE: CVT permits - apply and admin             | Sep-17 | Scoping - Missed Collections                   |
| LIVE: Missed Collections                        | Oct-17 | Scoping - Comments, Compliments and Complaints |
|                                                 | Nov-17 | Scoping - Assisted Collections                 |
|                                                 |        | Scoping - Bulky collections                    |
| LIVE: Comments, Compliments and Complaints      | Feb-18 | Scoping - Assisted Collections                 |
| LIVE: Assisted Collections                      | Apr-18 | Scoping - Social Services Complaints           |
| LIVE: Refuse Collection changes                 |        | Scoping - CVT QR Codes                         |
| LIVE: Complaints Manager                        | May-18 | Scoping - Digital Citizens Panel               |
|                                                 |        | Scoping - SS Complaints                        |
|                                                 |        | Scoping - Fly Tipping                          |
| LIVE: Bulky waste collections                   | Jun-18 |                                                |
| LIVE: Fly Tipping                               | Jul-18 |                                                |
|                                                 | Aug-18 | Scoping - Housing balance & Statements         |
| LIVE: CVT QR Codes                              | Sep-18 |                                                |
| LIVE: National Estate Agents Register           |        |                                                |
| LIVE: Find Village Halls                        | Oct-18 |                                                |
| LIVE: SS Complaints                             | Nov-18 | Prepare to decommission old website            |
| LIVE: New customer account & Assisted Service   |        | Scoping - Garden Waste                         |
|                                                 |        | Scoping - Blue Badges                          |
| LIVE: New website on main Powys domain          | Dec-18 | Scoping - Case Management                      |



Yn agored a blaengar - Open and enterprising





|                            | % Online | % Satisfaction |
|----------------------------|----------|----------------|
| Get a New Bin, Bag or Box  | 79%      | 87%            |
| Missed Collections         | 66%      | 61%            |
| Bulky Waste Collections    | 79%      | 96%            |
| Fly Tipping                | 96%      | 78%            |
| Commercial Vehicle Permits | 92%      | 90%            |
| Assisted Collections       | 70%      | 91%            |
| Average                    | 79%      | 84%            |

\* Average satisfaction over all tasks during 2017 (old website) was 68%



Yn agored a blaengar - Open and enterprising



“It is much, much better to order your bin, box or bags over the website. I got mine within a week. Thanks.” | New bins

“Absolutely excellent service and web site ordering. Thank you very much!” | New bins

“Amazed at how quickly it was dealt with via online service.” | Missed collections

“Great, and very quick, service. I was expecting to be on the phone organising things but your online ordering was fantastic. Thanks.” | New bins

“The service Powys Council offered was fantastic, I cannot see where improvements could be made. Keep up the good work.” | Bulky waste

“Placing the order on-line was easy, the automated responses were quick and informative and the delivery was prompt. I will certainly promote this on-line service to others.” | New bins

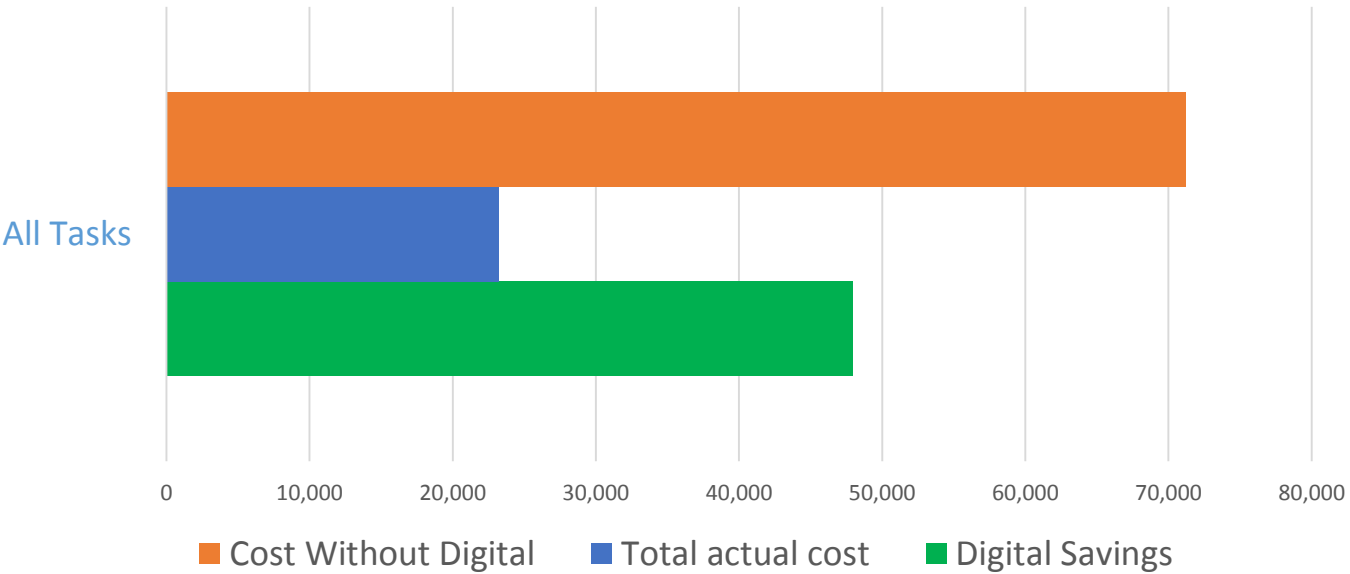
“To date I have been very impressed with Powys services and the website. Only lived here 15 months but all in all way ahead of our old local authority” | Missed collections

“This service was much easier than I had previously experienced when living in Hereford/England. Many thanks!” | CVT Permits

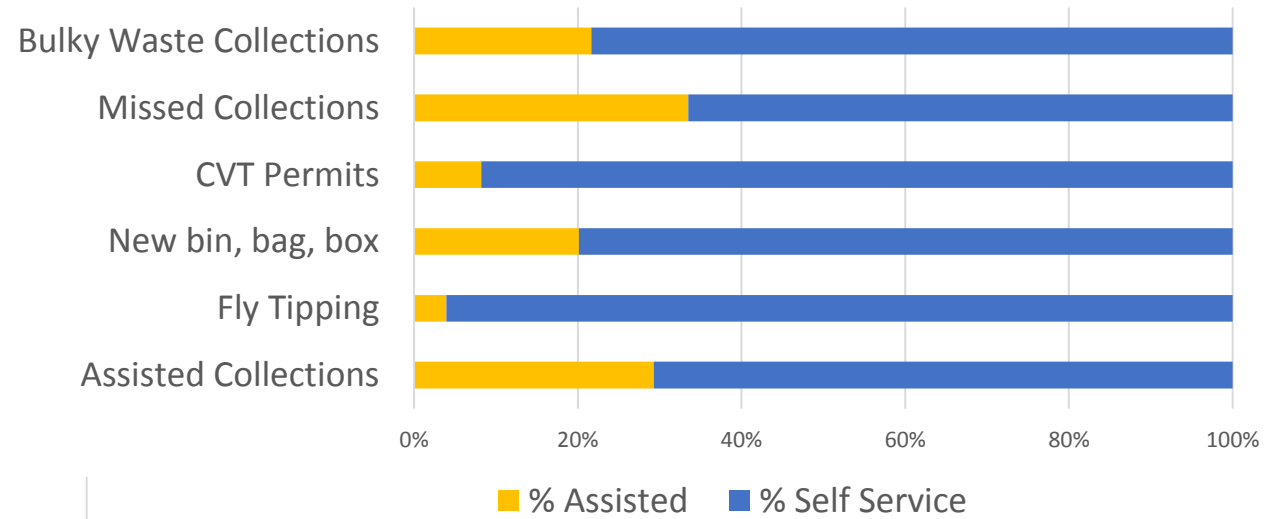


# Channel take up

Potential Digital Savings



Assisted Service vs Self-Service 2018-19



| Costs                              |      |
|------------------------------------|------|
|                                    | £    |
| Assisted Service (per transaction) | 2.59 |
| Self-Service (per transaction)     | 0.09 |

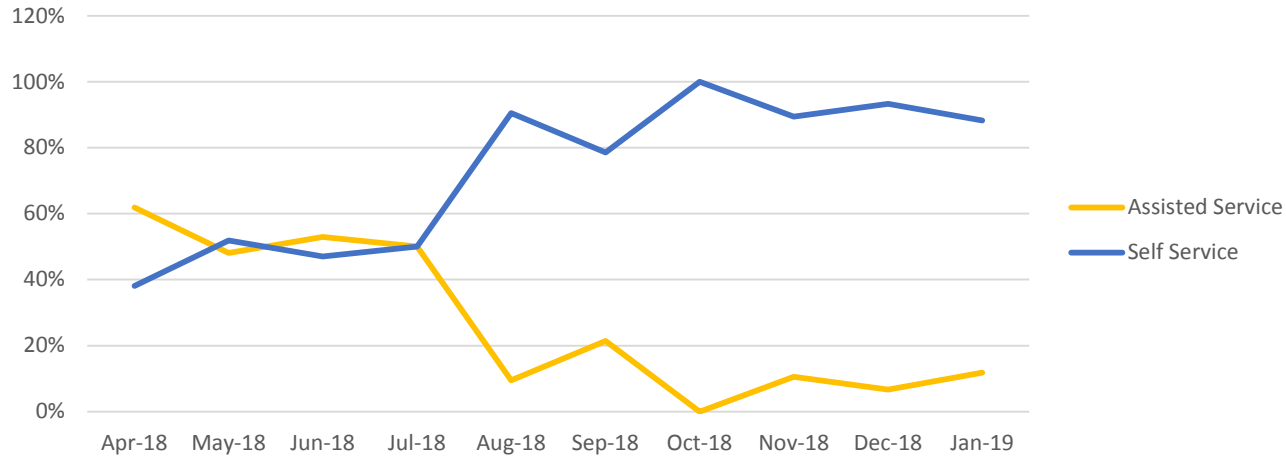
*\*From Socitm's Channel value benchmarking service*



Yn agored a blaengar - Open and enterprising



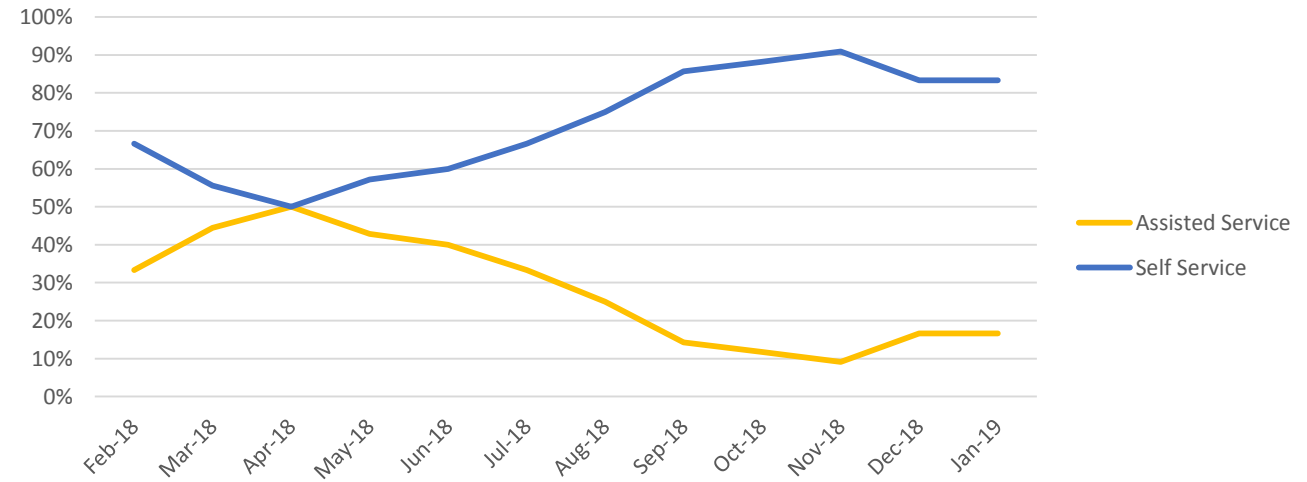
## Assisted Collections



Assisted Collections: 70% Online 91% Satisfaction

Missed Collections: 66% Online 61% Satisfaction

## Missed Collections



Yn agored a blaengar - Open and enterprising



# Potential efficiencies identified through transformation work in Waste Services

- >50% Reduction in calls to Customer Services regarding Waste Services
- 50% Reduction in overall emails to Customer Services
- 80% Reduction in calls forwarded from Customer Services to Waste Depots.





# Outline Roadmap 2019-20

## QTR 2

Council Tax – Change of Circumstances  
CVT Permit Renewals  
Case Management

## QTR 4

School Admissions  
Environmental Health – Licensing

## QTR 1

Blue Badge  
Citizen Panel  
Active Directory  
Social Care Complaints - Improvement

## QTR 4

Garden Waste  
Training Courses - Slot Booking  
Housing Balance & Statements

## QTR 3

Report a problem – Highways  
Report a Streetlight  
LDP / Footpaths  
Trade Waste  
New Bin, Bag, Box Improvement

1

2

3

4

4



Yn agored a blaengar - Open and enterprising

