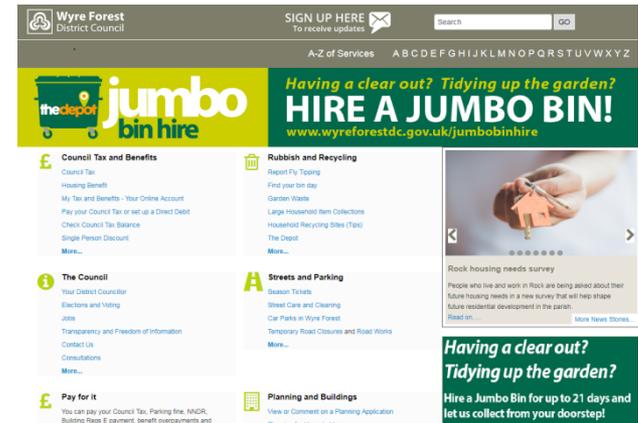




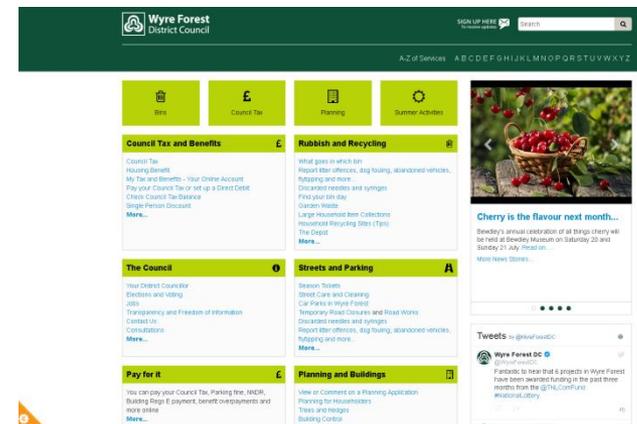
Our Digital Journey...

Here are just some of the things we have achieved....

- Converted old Word/PDF documents into customer-friendly online forms.
- Gave the WFDC website homepage a makeover so its both modern and easier to navigate (pictured).
- Revised content on high-volume webpages including council tax, elections and events.
- Introduced online mapping software so residents can report issues like flytipping more accurately by pinpointing locations on a map. Users can also find out geographical information such as the name of their local councillor.
- Updated our old payment portal to Civica eStore. This has meant customers can have their own log-in, set up recurring payments and use the basket to purchase more than one service/product.



Before



After



What's next...



IVR...

We are currently developing an IVR (interactive voice response) system for our Depot.

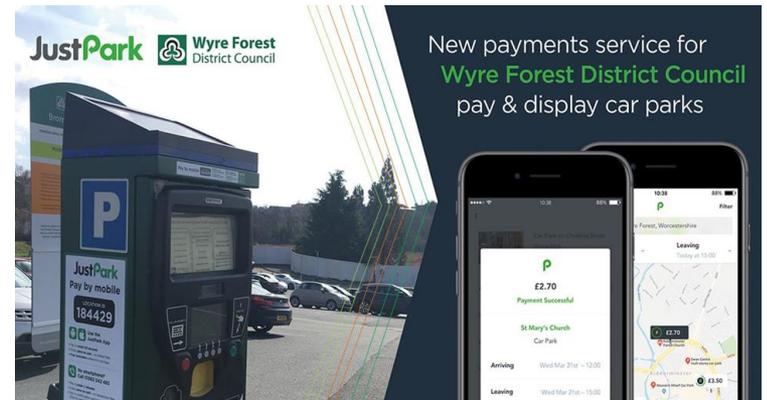
When it is introduced anyone calling The Depot will be greeted with a short simple menu of options. This will give them the opportunity to complete simple requests like reporting a missed bin online rather than talking to an agent.

They will do this by receiving a web link direct to their mobile phone via text message.

Digital season tickets...

Following the success of JustPark, we are expanding its services. Soon anyone renewing or purchasing a season ticket can only do so directly from the JustPark app or website.

The change will offer extra benefits for season ticket holders as they will no longer need to display a physical ticket and if they download the app, they will receive real time reminders when their season ticket is expiring and they can renew their ticket at a push of a keypad.





My Council Services...

- A cloud-based, modular digital platform to provide a richer customer experience
- Automated workflows, configured to ensure a smooth processing of service requests.
- Aided by the use of online forms/customer portal, and back office management capabilities.
- Mobile working capabilities used by front line staff to improve service levels and efficiency.

Other projects include...

- Creating a brand new Wyre Forest District Council website incorporating the aesthetic and content changes we have made to our current site.
- Promoting our GovDelivery newsletters so more residents can find out about our services, including any offers, what's on, disruptions to refuse and recycling during bad weather and lots more.
- Investigating social media platforms so we can have all our accounts and users on one portal. This will allow us to improve our social media security, messaging and processes.





Thank you!