Neighbourhoods Scrutiny

Improvements

- 4 cross-trained teams set up by citizen enquiry type (Housing, Revenues and Benefits, Streets and Protection).
- New performance measures introduced, emphasising first contact resolution and quality of the transaction.
- Performance and Citizen Engagement team set up to look at failure demand
- Council website relaunched, look and feel consistent across all services

Improvements

- Increased digital offering for the following high demand areas
  - Housing Repairs – for simple repair types citizens are able to order a repair and schedule an appointment.
  - Evidence Upload – Citizens are able to upload evidence themselves from a computer, tablet or a smart phone without the need to visit a Citizen Service Point.
  - Book an appointment to register a birth or death
  - Council Tax – improved forms for simple transactions such as moving in and out of Bristol.

Not fully delivered

- End to end digital services
  - Although digital services were delivered for some services, they were not delivered end to end for all services, this has resulted in an inconsistent experience.
  - Not all digital services integrate fully with the line of business system, some web forms resulted in a pdf or an email being generated. These then need to be rekeyed by staff.
  - Tracking, a chunk of failure demand is due to citizens chasing the progress of their job/enquiry. Tracking has not been developed.

Not fully delivered

- CRM & Knowledge Management
  - System integrated with the line of business systems so that Contact Centre advisors do not need to use a number of different systems.
  - CRM should also hold contact history and provide a single view of the citizen.
  - Phase 1 of the system delivered but it was not implemented as it was not a minimum viable product.
  - Allows advisors to be cross skilled across multiple services. KM would also mean advisors would be able to do more for the citizen.

Not fully delivered

- Contact Centre Telephony
  - A new telephony platform to replace the current end of life system.
  - Allow the contact centre to work more flexibly and be able to deal with more contact channels (email, web chat, social media).
  - Integrated with the CRM
  - Ability to add or change the system to meet the changing needs of citizens.