

## **Online Accessibility to Council Services**

### **SUMMARY**

- 1.1 In July 2017 the Corporate Services Scrutiny Review board made Online Accessibility to Council Services their annual review topic. Since then, the Chair of the Scrutiny Board and two Councillors from the Board have spent time in Customer Management, observing the service to inform the Boards review.
- 1.2 The Scrutiny Board on 9 October 2017 made the recommendation that additional resource was required in Derby Direct to help manage the anticipated increase in customers visiting the Council House without impacting the service provided over the telephone. The Board also recognised the importance of continuing the development of self-service options.
- 1.3 On 1 February 2018 the Head of Customer Management updated the Scrutiny Board on the progress made with recruiting staff to help manage the anticipated increase customer footfall brought about by the co-location of JCP in the Council House at the end of February.
- 1.4 At the Scrutiny Board on 1 February 2018, the Head of Customer Management also updated the Board on the progress of the new Online Customer Portal on 22 January 2018.

### **RECOMMENDATION**

- 2.1 To note the contents of the report and presentation that will be delivered by the Head of Customer Management.

### **REASONS FOR RECOMMENDATION**

- 3.1 The Head of Customer Management will present an update to the Board covering:
  - The working arrangements with the JCP following their co-location in February 2018, including progress on recruitment of Customer Management staff, and
  - The impact the new Online Customer Portal has on the online accessibility of Council services

## SUPPORTING INFORMATION

- 4.1 The JCP co-located Forrester House into the Council House on 19 February 2018 and Normanton House on 26 February 2018. Since these co-locations, the average increase on customer footfall has been between 600 and 800 customers per day. To date this has been managed within existing establishment of staff.
- 4.2 The operational arrangements between the Council and JCP has seen a single security service, provided by the Council, work across the Ground Floor in a co-ordinated approach providing a safe and secure environment for both customers and staff. The Meet and Greet functions for both organisations have worked well together implementing changes to continue to improve customer flow and signposting.

## OTHER OPTIONS CONSIDERED

- 5.1 Not applicable.

**This report has been approved by the following officers:**

|  |   |
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| <b>Legal officer</b><br><b>Financial officer</b><br><b>Human Resources officer</b><br><b>Estates/Property officer</b><br><b>Service Director(s)</b><br><b>Other(s)</b> | Jill Craig – Interim Director IT, Information and Customer Management   |
| <b>For more information contact:</b><br><b>Background papers:</b><br><b>List of appendices:</b>  | Bernard Fenton 01332 643758 <a href="mailto:bernard.fenton@derby.gov.uk">bernard.fenton@derby.gov.uk</a><br>None<br>Appendix 1 – Implications |

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| <b>IMPLICATIONS</b> |
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**Financial and Value for Money**

1.1 None directly arising from this report

**Legal**

2.1 None directly arising from this report.

**Personnel**

3.1 None directly arising from this report

**IT**

4.1 Provision of 13 additional self service PCs for JCP customers in support of Universal Services Full Service to be implemented in Derby in July 2018, agreed as part of the development of the co-location space.

**Equalities Impact**

5.1 None directly arising from this report.

**Health and Safety**

6.1 None directly arising from this report.

**Environmental Sustainability**

7.1 None directly arising from this report.

**Property and Asset Management**

8.1 None directly arising from this report.

**Risk Management and Safeguarding**

9.1 None directly arising from this report.

**Corporate objectives and priorities for change**

10.1 None directly arising from this report.