

## **Derby City Council Digital Strategy Update**

### **SUMMARY**

- 1.1 The Corporate Services Scrutiny Board received a presentation about the Council's Digital Strategy in October. The Board were very supportive about the programme and asked for a progress update to its next meeting.
- 1.2 Bernard Fenton, Head of Customer Management, will attend the Scrutiny meeting to demonstrate the Council's new CRM system and Customer Portal and to seek the Board's input in to its future development.
- 1.3 The Head of Customer Management will also update the Board on the changes to the Ground Floor Council House, with a focus on the planned operating model and staffing arrangements.

### **RECOMMENDATION**

- 2.1 To note the contents of the report and presentation.

### **REASONS FOR RECOMMENDATION**

- 3.1 The Head of Customer Management will present a more detailed analysis to the meeting for discussion.

### **SUPPORTING INFORMATION**

- 4.1 At the heart of the Council's Digital Strategy is a new service that will enable customers to log all their service requests through one online portal. The new system will also replace the Council's Customer Relationship Management (CRM) system, the Derby Direct To You on line forms and the Councils Complaints Management System.
- 4.2 The Head of Customer Management will demonstrate this new service to the Board and seek the Board's input on how the service might be further developed in order to meet the needs of their constituents.
- 4.5 On February 19 the DWP will open the doors of its new centre located within Council House. The co-location of the DWP, Customer Services and the central Library presents some challenges, but also the opportunity to develop a range of

complimentary services that will enhance the service offer from this key central location. The Head of Customer Management will update the Board on the project's progress with a particular focus on what the new arrangements include and how the new arrangements will operate.

<b>OTHER OPTIONS CONSIDERED</b>
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5.1 Not applicable.

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

<b>Legal officer</b> <b>Financial officer</b> <b>Human Resources officer</b> <b>Estates/Property officer</b> <b>Service Director(s)</b> <b>Other(s)</b>	Olu Idowu Amanda Fletcher Liz Moore  Ann Webster, Richard Boneham
<b>For more information contact:</b> <b>Background papers:</b> <b>List of appendices:</b>	Jill Craig 01332 643254 <a href="mailto:jill.craig@derby.gov.uk">jill.craig@derby.gov.uk</a> None Appendix 1 – Implications

<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 The Council's IT teams are actively involved in both the projects described in this report.

**Equalities Impact**

- 5.1 The IT Team are aware of the need to prioritise IT and telephone concerns if they are reasonable adjustments for disabled employees and they do this.

**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 There are no risk implications directly arising from this report. Any risks will be around the delivery of the individual items within the relevant programme plans.

**Corporate objectives and priorities for change**

- 10.1 None directly arising from this report.