

CHANNEL MIGRATION

Performance & Scrutiny

be courageous – do it together – make it happen

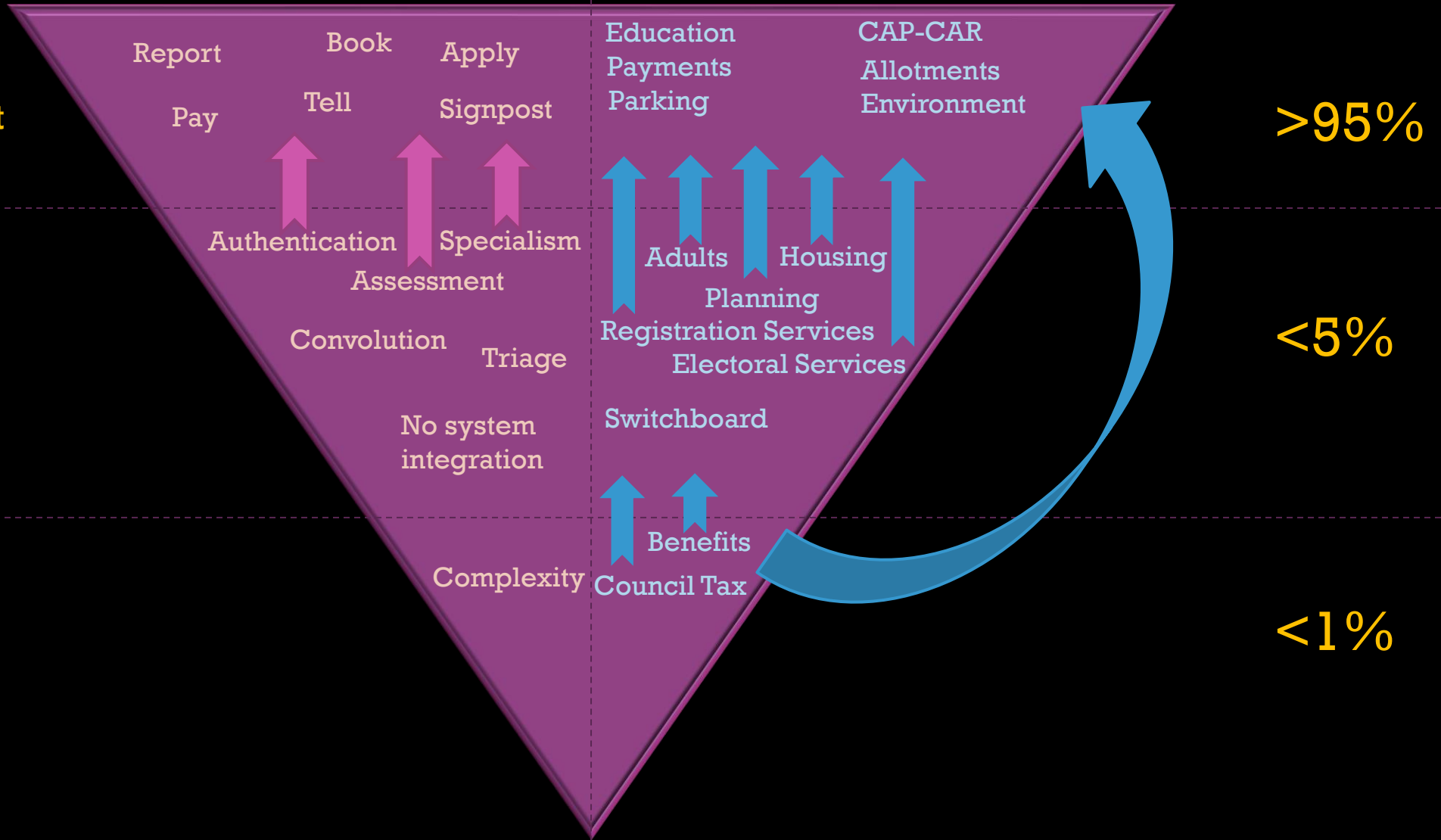
Harrow Council

THE MODEL

Website
MyHarrow Account
IVR

Telephone
Email
Web Chat
Digital Support

Face to Face
Assisted Digital

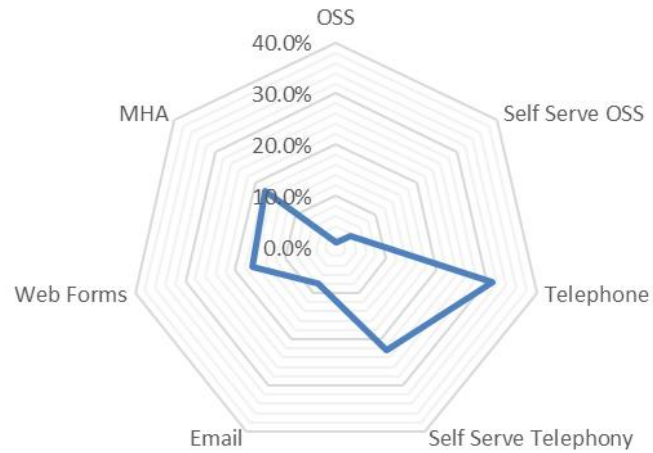


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THE DATA

Contact by Channel (excluding web visits) 2015/16



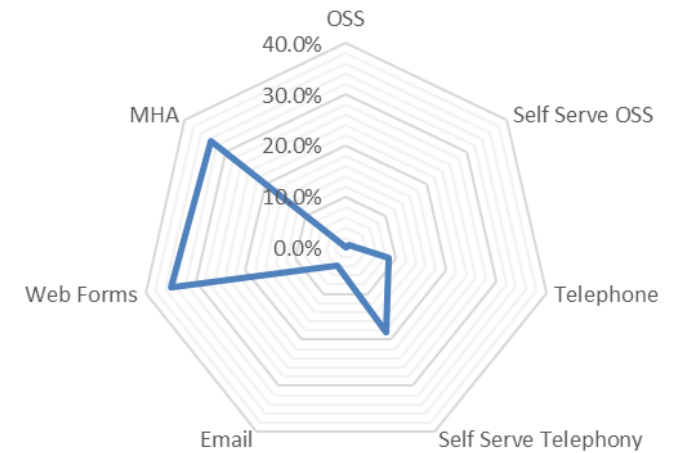
Extra 255,000 web forms per annum

Extra 315,000 MHA log-ins per annum

Fewer 280,000 calls per annum

Fewer 85,000 emails per annum

Contact by Channel (excluding web visits) 2020/21



60.2% transactions via self service (excluding web visits)

85.6% transactions via self service (including web visits)

87.6% transactions via self service (excluding web visits)

95.7% transactions via self service (including web visits)

THE DATA

SERVICE	% self service 2015/16	% self service 2020/21
Council Tax & Business Rates	49%	95%
Benefits	53%	90%
Housing	7%	53%
Education	40%	99%
Public Realm	30%	97%

INCREASING DIGITAL TAKE UP

- Digital First approach
 - Modernisation agenda
 - Digitising demand
 - Utilising replacement job systems
 - Improve on what we have
- Enforced Shift
- Assisted Self Serve & Web Chat

MAKING IT EASIER

- Silktide Index
 - Content (spelling, grammar, reading age)
 - Accessibility (WCAG 2.1 standards)
 - User Experience (speed, availability, mobile optimisation, functionality)
 - Compliance (consent, cookies, security)
- Digital Ethics review
 - Transparency
 - Data collection

MAKING IT EASIER

- Resident Involvement
 - User Groups
 - Anonymised monitoring software
- Resident feedback
 - Website
 - Web form
 - MyHarrow account
 - Monthly improvement huddle

MAKING IT EASIER

- Process Improvement
- Demand Management
- Retaining Flexibility

MAKING IT EASIER

- Personalisation

Harrow Council My account Logout SERVICES

Good afternoon, Mark
Today's weather in Harrow

Today 15°C 11°C Thu 18°C 7°C Fri 15°C 6°C

Top tasks

- Pay a Parking Fine (PCN)
- Council Tax
- Garden waste service
- Planning applications

Rent balance
You are £380.77 in credit.
View statements and make payments online

Upcoming repair
You have a repair scheduled for am on 12/10/20

It's bin day tomorrow
Your green bin (household waste) is due to be collected tomorrow

Benefit entitlement
Your next payment of £213.50 is due on 11/10/20

Major works
We are replacing kitchens in your neighbourhood soon

Have your say
There is an open consultation about a development in your area

Harrow Council My account Logout SERVICES

Housing and Property

We are carrying out gas safety checks in your area during the COVID-19 lockdown

[When is my gas safety check?](#)

Rent balance
Your rent payment of £565.45 due in 4 days

Repair history
A boiler repair (6492235) was completed on 09/08/2020

Scheduled Repair
You have a repair scheduled for pm on 21/10/20

Right To Buy application
Your Right To Buy application being processed

Nearby developments
See the latest news about developments in your estate

Manage my account
View your housing portal account and edit your account details

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Harrow Council

DIGITAL FUTURE

- MyHarrow account enhancements
 - Electoral Services
 - Business Portal
 - Bookings
 - Progress checking
 - Alerts
- Online Service enhancements
 - Registration Services
 - Commercial Services
 - Revenues & Benefits

DIGITAL FUTURE

- Website personalisation and MyHarrow account integration
- System integration
 - Planning
 - Building Control
 - Public Protection
 - Streets & Grounds
 - Housing
 - Parking

CLOSING THE DIGITAL DIVIDE

- Deprivation
- Confidence & Skills
- Age
- Language Barrier

CLOSING THE DIGITAL DIVIDE

- A face to face or telephone service where appropriate
- Digital Assistants
- Adult Learning courses
- Roll out of 5G infrastructure

A NEW MODEL?

- Impact of Covid-19 on the Contact Centre
 - Financial support & food provision
 - Welfare support
- MTFS 2020/21 to 2021/2022
 - Closure of Revenues & Benefits
 - £350,000 per annum saving
- Initial discussions to retain and repurpose the staff

A NEW MODEL?

- Face-2-Face
 - Closure of Civic Centre
 - Library network
 - Supported self-service including scanning
 - Case management for complex cases
 - Video conferencing to the Contact Centre
 - Digital roadshows

A NEW MODEL?

- Telephony
 - Inbound
 - Adult Social Care
 - Revenues & Benefits
 - Housing
 - Registration Services
 - Outbound
 - Welfare checks
 - Debt prevention
 - Digital assistance
 - Demand management

QUESTION TIME

- Thoughts
- Questions
- Ideas