



Digital Council

State of the Programme - 16/17 (Q2)

VISION

"A Council Fit for the Future" – Doncaster Council will be a modern digital authority both internally and externally, with all services on-line. It will provide a modern, high quality and efficient integrated front office with resulting improved service delivery through redesigned business processes, improved technology, mobile working and higher skilled staff. It will also utilise the resulting business intelligence to become a more intelligent and proactive organisation and remove barriers to technology assisting Doncaster as a place, allowing its people to thrive.

Headline Statistics



2.8m savings achieved



65% Of Programme Scope Achieved



20% Residents Accessing Online



1538 Staff Trained



2493 Residents Engaged with

Key Achievements



Waste & Recycling Online inc. Missed, Additional & Bulkies



New fully transactional website & intranet with tracker



Continued improvement on Blue Badges



Council Tax Online Account Management & eBilling



Planning Enforcement Online



Track My Service Request Online



Winter Services Online inc. snow & ice clearance



Business Rates Online Account Management & eBilling



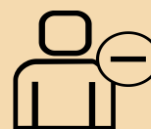
A Single Customer Record through integrating key data sets



School Bus Passes Online with links to SYPTE



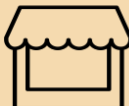
Alley Gates - Damaged /Replacement Key Online



Complaints, Compliments & FOI Online



Online Booking and Payment for Pest Control



Online Market Stall Application & Payment



Mobile Working for Adult Social Care Teams



Online Self Help, Raising a Concern and Information & Advice for Adults



One Stop Shop providing a single access point for customers



Online ability to search current and proposed housing development sites

TARGETS

Residents Accessing Online



Current achievable based on Doncaster Mosaic data set.

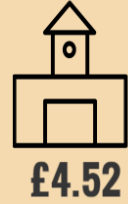
Further 1.9m to achieve



Further £1.9 million to be achieved against the £5 million target of reducing the Council's operating budget

What we know...

Below details how much the following average contact methods cost the Council, demonstrating the drive to service access online.



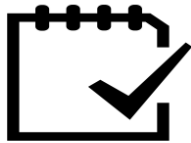
Based on Mosaic data 73,150 households in Doncaster are willing to shift to online access

THE KEY DELIVERABLES IN DEVELOPMENT...

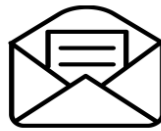
As the Digital Council Programme enters its final two quarters of 16/17, it has a large number of deliverables to achieve to ensure the target of 55% of customers accessing our services online as well as a further £1.9 million reduction to the Council's operating budgets. The below demonstrates how this will be achieved:



Automated Tell Us Once (Report a Death) with integration to the Single Customer Record



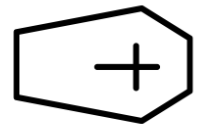
Online processes to report, manage and resolve pupil attendance & welfare



Reduction in paper and post volumes coming in to and going out of the Council



Ability to apply for licenses, book meter seals and tests online



Improvements to the Bereavement Service with online access and bookings



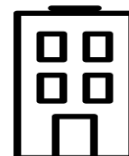
Introduction of Benefits Online with full account management and risk based verification



Continued modernisation of Adult Social Care in line with the Conversation Model



Efficient processes for child social care with mobile working



Online planning and building control applications with bookings



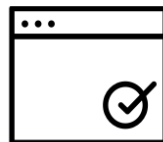
Online booking for Registrars with functionality to order certificate



Further enhancements to online parking management and service process improvements



Modernisation of enforcement provide online access and mobile working for the workforce



Implementation of increased self-service for the workforce, providing efficient internal services



Continuation of mobile working across all Directorates and improvements to existing provision



Continued enhancement of the Single Customer Record providing the organisation with business intelligence



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Don't wait in line... Get Online...