

Statement by the Cabinet Portfolio Holder for Governance

17 July 2018

ICT

The ICT Team have invested resources to deliver a whole suite of new systems, solutions and tools to assist Waste and Street Scene to deliver the route optimisation project in June 2018 including:

- Postcards sent to 42,000 properties, each postcard is produced digitally and is programmed to showing bespoke bins collection information for the address on the card.
- The creation of the dynamic Bin Collection Finder at property level to replace the old Google Calendars at street level. The solution enable the Council to communicate a much more complicated and diverse scheduling information clearly and accurately to all interested parties (both officers and customers)
- Email reminders sent to residents to promote the successful rollout of the new collection scheme during the first fortnight.
- Improved electronic Missed Collection Form to promote the collection of accurate and meaningful feedback from customers to enable Waste and Street Scene to rapidly identify and fix service delivery problems. This also includes the semi-automation of the process for sending additional recycling and garden waste sacks to those residents who request them, helping to minimise the administrative burden.
- Increasing levels of automation of routine Waste and Street Scene tasks. Replaced some time consuming manual activities with automated document generation, freeing up officer time and helping to maintain accuracy of data to deliver better service.
- New systems in place to manage the collection change and automate the communication with customers informing them any further changes affecting their properties.

Other ICT projects to note over the last three months include:

- Garden Waste 2nd Year Subscription : The electronic form was redesigned to be more slim and user friendly, successfully launched on 4th December 2017, with further success for the channel shifting of the Waste and Street Scene Garden Waste Service.
- NNDR online : Other major step for channel shift, enable business rate customer access to the summary account information.
- Card Payments : New chip and pin devices have been deployed at council payment offices and Leisure Centres (to comply with Payment Card Industry Data Security Standards), these devices allow for contactless payments.
- Jigsaw : A new software system for housing and homelessness recording, incorporates all the current housing legislation required.

Customer Services and Communications

Customers continue to be pleased with the level of customer service that is provided by the Council as the Customer service Satisfaction Monitoring System, which compares over 75 local authorities, continues to show that Hambleton District Council is in the top ten.

In addition, in order to provide a more corporate feedback mechanism the Customer Service Satisfaction Monitoring System has been extended to include the email channel. This was rolled out across the whole council on 24 May 2018 and will provide an assessment of the (i) resolution of queries, (ii) timeliness of response and (iii) customer experience when contacting the council electronically.

Customer services support all areas across the Council on a daily basis with specific focus in the first three months of quarter 1 2018/19 being on the Revenues and Benefits service with the issue of the council tax and business rates demand notices along with support for two key Council projects:-

- garden waste, where over 50% of properties have a green waste licence and with Customer Services assisting 43% and self-serve at 57%). This income target has 100% been achieved with receipts on 3 July 2018 of £750,731, this is where 20,635 properties have a licence with 21,478 subscription. This has exceeded the figures for 2017/18.
- route optimisation of waste and recycling collections which resulted in changes to the districts collections from 4 June 2018, with substantial support being provided by Customer Services and Communications.

LED Lighting

The programme of the Council to roll out LED lighting on public lighting is monitored and shows a reduction of around 5% of the Council's electricity consumption. Further installation in the years 2018/19 and 2019/20 are planned which has been calculated to show that over 4 years we will have reduced consumption by 20% giving monetary saving of around £70,000 at today's prices. Following on from this further work is being undertaken to see where further reductions can be made in electricity gas and water.

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Portfolio Holder for Governance