

Appendix C



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Go live with the new website to provide greater transactional processing

Target - 1

Theme - Outcomes. Action – O5.1 Develop the new website to provide functionality for greater transactional processing online

Target vs performance: Go live was anticipated for quarter one but will now be pushed back to quarter two

Background – The scope of the website project is sizable, with new content/structure, the addition of GIS, a tourism microsite, 60 new online forms and more than 500 redirects being created in a brand new content management system. Technical complexities have been overcome, with the project now on the home straight.

Key actions underway – Final content and structure changes, as well as user testing and browser/device checks, are scheduled to take place during August. The final technical requirements will then be put in place before go live, with Elected Members to be given a presentation of the finished product.

Opportunities/risks: The online solution offers the Council and its customers a modern, future-proof solution that enables them to complete their transactions with the Council efficiently and easily. This project supports the Council's Channel Shift Strategy and ensures residents and customers can 'channel shift' from traditional, high-cost contact methods to digital, online, low-cost contact methods. It is vital all functionality is fully integrated before go live to protect the Council's reputation and ensure confidence and trust in the website as a go to tool.



77.7%

Calls answered within 20 seconds

Target - 80%

Theme - Outcomes. Action – O5.3 % of telephone calls answered within given time.

Target: 80% of calls answered within 20 seconds
Performance: 77.7%

Background – Mandatory training courses being completed by all Customer Services staff following the transition from Northgate Public Services back to the Council have impacted on resources. This meant services were affected and the grade of service for telephones was not met this quarter.

Key actions underway – As Customer Services work in 'real time', there was no opportunity to recover this quarter. With training coming to an end, we should see an improvement in the next quarter.

Opportunities/risks: Answering calls within the 20 second period offers a good first impression of the Council and we will endeavour to get this performance indicator back on track.

There are two actions for Finance and Management