STOCKPORT
METROPOLITAN BOROUGH COUNCIL

"I want to change my Council Tax address"

John Davies

John is moving house within Stockport and needs to ensure that his payments on the old house are up-to-date and finalised, as well as set up the payments for his new house.

Since John is busy with his house move, he searches for an online option.

Problem for SMBC:

Around 8,000 such requests received by SMBC each year.

Currently all such requests are dealt with manually, costing the Council significant staff time that could be better spent on other contacts.

1 Browse Website

Knowing that he is moving soon, John goes onto the Stockport Council website to search for ways to change his address. A search for 'Moving house' takes him to the relevant advice pages and he is told that he can do this online.

He learns he will need to terminate and pay the bill for his old address, then set up his new address. He is prompted to log into his 'My Account' to do this.

2 Log into 'My Account'
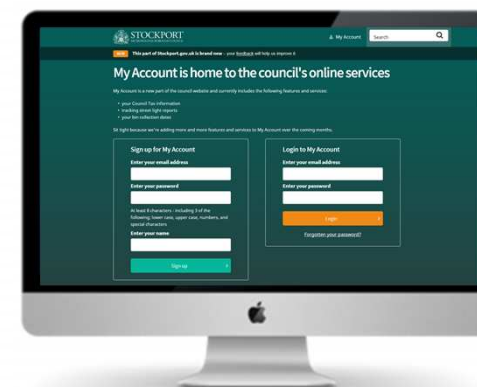
Once logged in he navigates to the Council tax tab and searches for 'Make Changes'.

He clicks on the tab, which takes him to the 'Change address' page which allows him to verify when he will be leaving the current address and to provide details of his new address..

Because he has already been verified he does not need to provide proof of his new address.

Key Funding streams

DTS Development Team

Civica licensing and product costs

IAG Development Team

UX and web content design team

Robotics

3 Bill calculation

4 Payment Confirmation

Because John has e-billing turned on the day he moves, two bills are automatically calculated :

- An end of liability bill for the old address and the date when this payment will be taken.

- A bill for the new address. John's bank details have been automatically transferred across to the new address.

John confirms that all the information given is correct. Should John have any questions, a FAQ tab or Webchat is available on his dashboard throughout the process.

After agreeing the two payment arrangement, John is able to instantly view both his new bills in his 'My Account' dashboard.

John was happy with the process as he didn't need to talk to the council to come up with a solution for changing his address.

The Council also benefits as there has been no manual staff intervention required in this process.

Feature details / Products

🖥 Builds on website intelligent search that identifies key search terms

⚙ Builds on My Account

🖥 Builds on on-screen scripting, FAQs & Webchat

⚙ Creates technology that calculates termination of account at part-year

⚙ Creates secure transfer of payment details with change of address

⚙ Creates instant updates of bills and back office

Outcomes / Benefits

Improved Customer Experience:

Customer is happy because he's done all this online quickly and easily. He knows what he owes from the last property and what he is due to pay on the new one.

Time and budget saving for Council:

SMBC deals with an estimated 7,828 change of address requests for Council Tax each year. Each request takes the contact centre an average of 15 minutes to process so this has taken the council 1,957 hours.

New technology capabilities:

Part-year calculations

Transfer of payment details

Instant updates

Policy objectives:

Delivering customer self-service capabilities.

"I want to book a room in the library for my mothers and toddlers group"

"I want to book a room in the library for my mothers and toddlers group"

[FUTURE STATE DIGITAL]

Lucy Carter

Lucy has a 2 year old son & would like to meet up with other mothers of children of similar ages, but there is currently no Mother and Toddler group locally. She knows of a room in the local library which she would like to use to set up her own group. She has to contact the Council to check its availability and she will also have to pay for the first few bookings at once to meet the minimum booking fee total.

Problem for SMBC:

One-off room bookings are very costly for SMBC. It costs around £20 to take a payment under the current system, plus more money to send out a janitor to open and close the room so they must charge a minimum fee of £25, which causes the loss of some bookings. Room calendars are not publically visible so the Events Team has to deal with calls and liaise with the customer. Plus there is no integration between payments and the Artifax Case Management system, resulting in more officer time input.

1 Go online

When Lucy had her baby she received details of Stockport Council's Groups Directory in her New Baby Pack. She has already searched for suitable groups in her local area, but none are available, so she decides to set up her own.

While she was looking at the website she notices a button to 'Add your group'. Clicking this button takes her to a form where she can add details of the new group she intends to set up.

There is also a link to 'Booking community rooms' where she searches for local rooms, checks the online calendar for availability and finds a suitable venue for her new group. She is prompted to log in to My Account.

2 Make booking within My Account
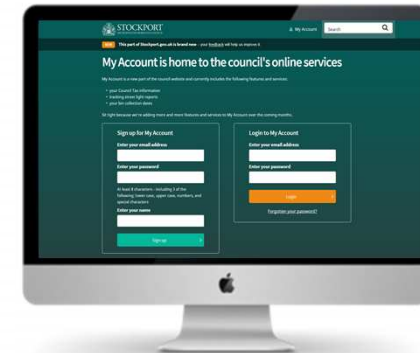
Once she has logged in, she chooses the 'Book a community room' from the list of available forms. As she has already verified her Council Tax details in My Account, her personal details are pre-populated in the form.

Lucy books the room she wants, chooses a frequency of recurrence for her booking and is taken to the payments details where she can securely set up a one-off or regular payment.

She receives an on-screen confirmation of her booking and payment, and is given a Digital access code for the room. This is also emailed to her.

Key Funding streams

⚙ **DTS Development Team**	£ **One-off cap Ex touchpad technology**
💻 **IAG Development Team**	£ **Secure Access System**
👥 **UX and web content design team**	📖 **Libraries Open Plus**
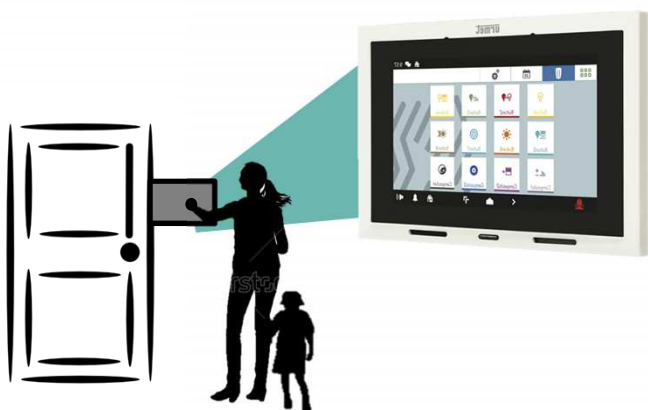
On the days when the group is scheduled to meet, Lucy arrives at the room with her digital access code.

Using the electronic keypad on the tablet screen attached to the wall she checks a box to confirm that she accepts the Terms and Conditions of use and enters the digital access code to gain entry to the room and allow the group members access.

Lucy has her own Group Manager logon through My Account where she can add content to her listing in the Council's Groups directory and take bookings from other mothers.

She also gives feedback on her room booking including a rating of the facility so the Council can keep tracks on where and when improvements are required.

Feature details / Products

- Builds on Groups/Services Directory & Manager dashboard
- Builds on Fred Perry Digital Reception
- Builds on Book and Pay
- Builds on Library Open Plus

- Creates Public room bookings including room descriptions and availability calendar
- Creates a corporate feedback mechanism
- Creates pre-population of forms

Outcomes / Benefits

Improved Customer Experience:

Single bookings now possible so more groups set up in local community

View room availability

Better use of community facilities

£ Time and budget saving for Council:

Revenue increase as one-off bookings taken

Reduction in calls as public can see calendars

Reduction in officer time booking and invoicing

New technology capability:

Public room bookings

Feedback platform

Pre-population of forms

Policy objectives:

Delivering customer self-service capabilities

Connecting communities

*"I want new employees to be able to start work
the day they start working for us"*

"I want new employees to be able to start work the day they start working for us"

[FUTURE STATE DIGITAL]

Peter Driver

Peter is a Team Manager in the Contact Centre at SMBC. He has just recruited a new employee and needs to get her set up with logins and access to all the systems she will need to carry out her job as soon as possible.

Problem for SMBC:

New/moving employees need access to a range of systems, equipment and other resources. The process is different across different departments. User accounts have to be created by ICT in various systems. Failure to deliver a well organised induction creates a poor impression and reduces productivity.

1. New employee accepts job

Following the recruitment exercise an automated link from the recruitment system sends the employee her formal job offer and starts the process of getting references.

Once a start date has been agreed with the employee the manager is prompted to complete an intelligent New Starter form where they can either specify an employee's access to replicate or provide more specific details which will form the basis of their IT access and the equipment they are issued with.

2. Manager completes 'New Starter' form

Peter enters the new employee's details into the New Starters Form. New (or moving) employees need access to a range of systems & equipment / other resources. Peter follows the Smart Questions to identify what she will need access to and the level of permissions she will have.

This form automatically feeds the data into the online ID Manager. Holding all employee related data in one centralised system results in more accurate data, reduces resource and duplication across services and increases server capacity.

Key Funding streams
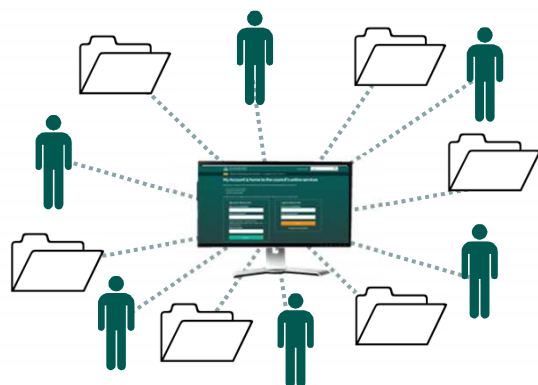
DTS Development Team

IAG Development Team

UX and web content design team

New (Microsoft) ID Manager

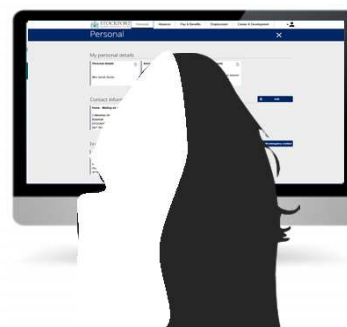## ③ Automatic access set up ④ No delays for new employee

The new online ID Manager system feeds the appropriate information to the various departments.

Thanks to the online questions, the manager has supplied all the right information, so her access can be set up for the correct directories, shared folders, applications and systems.

When the new employee arrives, her ID card and equipment are ready and waiting and she already has access to printers and any other shared resources she will use. All her logons have been created for the systems she will use.

At first login she is presented with a series of introductory tutorials on the intranet that take her through all the necessary induction processes. These remain in her favourites in case she needs to refer back to them.

Peter receives notification when all her induction learning is complete and alerts if any are left unchecked.

When the employee leaves or moves, Peter updates her status on the ID Manager system and all access and permissions settings are automatically reviewed, suspended or deleted and a checklist of items to be returned is generated.

Feature details / Products

- 🖥️ Builds on Intranet
- 👥 Builds on training and OD
- 👥 Builds on iTrent & recruitment system
- ⚙️ Creates New Starters Form with Smart Questions
- ⚙️ Creates new online ID Manager

Outcomes / Benefits

Improved Customer Experience:

The employee feels well-informed and supported from day one at SMBC

Time and budget saving for Council:

A well organised induction saves delays in employees starting to actively take on work and increases productivity

The ID Manager system saves time duplicating information across different systems

All passes and equipment are returned when employees leave or move, saving time chasing and loss of hardware.

New technology capability:

New Starters Form with Smart Questions

New online ID manager

Policy objectives:

Supporting Services with new ways of working