

## **1 Digital Channels (Website) Development Project**

- Web Group established
- Miscellaneous improvements to current site implemented
- Content developed i.e. Council Tax and Planning
- Demos organised with suppliers to understand the market offerings
- Specification of new content management system (CMS) developed
- Various stakeholder workshops held with customer groups and councilors
- Commenced detailed resource planning to make the best possible use of resources available.

## **2 Customer Relationship Management (CRM) Development Project**

- Specialist transformation staff recruited for an initial period of 6 months from October 2012.
- Initial focus on new council tax support service as a priority area but other priorities identified around Northgate e-revenues, e-benefits and e-services as well as housing repairs and waste services.
- Commenced detailed resource planning to make the best possible use of resources available.
- Maintained stable performance in customer services during a period of significant change.

## **3 Enterprise Document Management (EDM) Project**

- Upgrade to latest version of Livelink and testing completed.
- User training following upgrade 90% completed
- Process work linked to new council tax support service commenced.
- Work commenced on defining on-line application forms for new council tax support service.
- Commenced detailed resource planning to make the best possible use of resources available.

## **4 Universal Credit Pilot Bid Project**

- Processing Team scope set out, team members identified and first meeting held
- Early Customer Insight report delivered – using MBC benefit basic claim information and mapping to Mosaic – gives an indication of likelihood of working age benefits to use digital channels
- Developed Joint survey with Job Centre Plus - particular focus on accessing on line services – currently being conducted in Parkside and in Job Centre Plus offices.
- Customer contact/engagement team scope set, team members identified and first meeting held
- First Steering Group meeting held 5.11.12 involving some of the external stakeholders, including the Department for Work and Pensions (DWP)
- Meeting with Experian held 12.11.12 to gain commitment to their working with us on the pilot.
- JC+ secondee engaging with linked project teams to UCP alongside work on DWP move to Parkside
- Commenced detailed resource planning to make the best possible use of resources available.

## 5 Single View of Vulnerability Project

- Identified cohort of people as the same cohort as for Universal Credit Pilot – working age benefit claimants
- Contributed to the scope of the insight work for the Universal Credit Pilot.
- Scoped out some additional work with Experian to determine how to attain a broader view of vulnerability based on analysis of actual partner data by segmentation groups.
- Identification of some partner resources to assist the work.
- Contributed to the delivery of the joint Job Centre Plus/Melton Borough Council Survey.
- Commenced work on the analysis of current contact methods.

## 6 Social Fund Implementation Project

- Series of county wide meetings involving all of the districts
- Developed a Melton Delivery Model with end-to-end process
- Report to members December 2012.

## 7 Review of Local Government Funding (Including Council Tax Support Service Implementation) Project

- Financial Modeling carried out to identify proposals for 10% (or more) cut
- Member workshop - Coactiva presented at workshop on 13.09.12 & Additional workshop for members held on 15.11.12
- Staff training/ awareness Articles included in Corporate Messenger. Welfare Reform group set up and staff advised of activity for welfare reform and council tax.
- Preceptors fully engaged with the proposed schemes. Agreements in principle in terms of how the schemes are to be funded. This includes contributions in terms of technical changes to council tax (Class A & C),
- Stakeholder consultation took place results due to be published on the website on 30.11.12
- Communications Group has reformed and first meeting 19.11.12. A new action plan is coming out of this group for communications to take place from January through to June 2013. Will look to include twitter, advertising in various public buildings, letter to claimants, videos etc
- Production of new scheme - Various meetings have taken place regarding the actual final scheme This is likely to be the prescribed scheme for pensioners and the default scheme + local amendments for working age. The scheme in principal has now been agreed and has been sent to Paul Stagg (barrister) for his comments to verify legality of the scheme.
- Report for adoption of the scheme due to go to committee on 12.12.12. This will have to be recommendations with caveats relating to legal opinion from counsel, financial settlement which is not due until 19.12.12.