

## **CABINET MEMBERS REPORT TO COUNCIL**

**17 November 2016**

### **COUNCILLOR DAUBNEY - CABINET MEMBER FOR PERFORMANCE**

For the period 29 September to 7 November 2016

#### **1 Progress on Portfolio Matters.**

##### **Web Chat**

The Council's new Web Chat facility has gone live. This enables customers who are using our website to 'live chat' a member of staff with any queries they might have. The take up has been quite high with a total of 304 chats being held since the end of September. A CIC Advisor can hold up to 5 live chats at a time. Satisfaction with the service is high with 94% of customers rating the service as excellent.

##### **'My Account' – OneVu**

The Council's new online account 'My Account' is due to be launched during November. Staff are in the final stages of testing the system and training our staff to use the service so that customers are able to track their service requests online. Customers will also be able to view personalised information on their council tax and housing benefit such as how much they are entitled to and when their next payment is due to be made. Following the launch, customers will be encouraged whenever possible to register for an account. As the account will 'personalise' to the customer, any forms completed by the customer will be pre-populated with their personal details which will save them time.

##### **Face to face services**

It has now been 6 months since we introduced an appointment service at Kings Court, scaled down our enquiry counters and introduced Online Support Officers to assist customers with accessing services online when they visit. I am pleased to report that the implementation has been successful and customers have responded well to the changes. Customer visits have decreased and correspondingly, telephone calls have increased which was expected and the overall objective as it costs significantly less to deal with a customer over the telephone as opposed to face to face.

#### **2 Meetings Attended and Meetings Scheduled**

Since Last Council  
College of West Anglia corporation meeting  
Cabinet Sifting  
Boston Growth Group – Hanse Matters  
Hull Council – Hanse matters  
Hanse Commissioners meeting