

Phase II Your Nottinghamshire Your Future 2019 – 2021 New Cross Council Programmes & Projects

Project Name: Improving Customer Experiences through Digital Development	
Senior Responsible Officer(s)	
Adrian Smith (SRO) Marje Toward Nigel Stevenson	Departmental Service Leads (TBC) Marie Lewis Adam Crevald/Neil Mariott Senior users input Programme Manager TBC Project Officer TBC
Member lead	
Cllr Kay Cutts	
Summary Overview	
<p>The County Council has made positive progress in incorporating new digital technologies into service transformation in a number of areas. There remains scope to both improve this in a number of services, and to increase the consistency of digital/tech tools used in service delivery and customer experience.</p> <p>This programme will look to build on examples of good practice both in Nottinghamshire and in public services elsewhere to improve customer experience through digital development.</p> <p>The programme will include:</p> <ul style="list-style-type: none"> - Digital front door – use of digital interfaces, chatbot, development and deployment of a Nottinghamshire app – making service access easier for people - Back to back processes – driving service transformation through increased use of technology and automation of processes – stripping out unnecessary manual and duplicative processes across the Council (integration and alignment of functions) - Opportunities to employ AI and machine learning, building on use of predictive analytics and big data - Ensuring consistency of application across all Council Depts, driving up standards - Relationship with customer service interface including with comms/media – targeted and tailored messaging pushed to service users. - Issues related to data security and information governance - Service integration with other public sector partners (including but not limited to Health partners and District Councils). <p>A key interdependency is the Smarter Working Programme Phase 2 and existing programmes of change including the journey to the cloud.</p>	

Key Outputs/Outcomes

Improving productivity of the workforce in delivery of outcomes

More joined up access to services for customers (including with partner services where appropriate)

Reduced response times to service requests

Increased resident satisfaction with services

Increased knowledge and understanding of Council services – provision of consistent Council messages to residents, tailored to patterns of service access.

Savings through automation and use of new technology

How will this programme be cross cutting?

All services will benefit from new technologies and digital approaches to service delivery.