

CORONAVIRUS – OUR ONGOING RESPONSE - Appendix 1



- Worked with colleagues in ICT to enable all CSC Advisors 70+ as lync users, allowing us to configure Rostrvm and physical phone lines. Replacing the busy 'call floor' with working from home solution to keep staff safe



- Online and Advisor process builds support Community Hub , T&T, PPE support and infection control service
- Virtual sessions for families to attend Parenting Agenda support sessions
- Created HWRC bookings to enable social distancing at sites
- Arranged for the display of the 0300 number for outbound calls (removing 'number unknown')
- Regular IVR changes
- SMS solution development to support COVID-19 efforts overall



- >67,000 EVP outbound safe and well checks / >26,000 inbound calls relating to Covid/ >4000 T&T calls/>5000 NHS calls / >4000 calls taken to book care staff vaccinations
- / >4100 Social Media enquiries handled/ >2500 hours in overtime
- Opened at weekends from March to end of May AND all Bank Holidays and Saturdays during Oct/Nov
- All teams 'dug in' to support the contacting the vulnerable in initial outbreak
- Staff engagement activities; fun stuff; more face time and check ins to support wellbeing & good mental health



- New virtual recruitment using MS teams implemented, includes training over 50 displaced staff and brand new candidates, resulting in over 8,500 hours of training and induction time



- Re-opened MH and worked with Health and Safety to ensure offices were COVID safe
- Risk assessments completed for all staff who are in the office to be able to deliver blended training

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Quickly re-engineered and transformed internal processes allowing frontline service delivery to continue.
Teams ability to recognise cross skills within teams and adapting to support service delivery



- Process changes applied to Schools, Registrars ,Early years and childcare, Highways , school transport and Waste services (multiple times throughout the year as in/out of lockdown service delivery changed)



- HPAS - Sourced new equipment store following store closures, enabled traders to access materials required
- Supported increased hospital discharge demands providing weekend and out of hours cover



- Maintained a level of provision across all frontline and key services during the pandemic, including, but not limited to supporting: services with changes to service delivery models
- Maintaining BAU service delivery for all NCC services



- Changes made to Blue Badge assessment processes to prevent delays in badge provision



- Development and support of Volunteer/Covid support hub
- Design & Build of new flows on call routing system - prioritising urgent services e.g. School National offer day
- Supermarket slots – worked to improve accessibility of these and support customer access
- Form building to allow care homes to access funding from local authorities
- Process/form build for: Home testing solutions / Test and Trace support and other COVID related support



- >3500 CEV contacts in 2nd lockdown with food deliveries and food signposting
- >500 calls to CEV to offer support with access to provisions in flooded areas

CORONAVIRUS -LESSONS LEARNED – *WE CAN DO THINGS QUICKLY!*

CUSTOMER SERVICE, COMPLAINTS AND INFORMATION



- Committed, resilient, flexible, cross skilled team who are very proud
- Positivity and response to urgent work has been exceptional
- The team pull together in a crisis well - always
- Good operational leadership across the management team



- Continue to use Microsoft teams to effectively collaborate with colleagues across departments on projects such as Test & Trace
- Continue to use breakout sessions in Microsoft teams to enable large groups to participate in workshops and training



- Developed systems quickly to manage COVID contact data removing 'clunky' spreadsheets and allowing advisors to manage contact effectively.



- Top down comms meetings to keep in touch with strategic meeting about the pandemic and provided the ability to input on key processes and systems
- Team expertise in all things technical was utilised well – a lot of work was completed by the D&B team in terms of Community Hub Development and other COVID related systems



- Introduction of Team apps (Office 365) – very efficient roll out
- Production of standards and processes to improve communication
- Planned quickly to enhance home working ,virtual training /recruitment
- Implementation of virtual recruitment techniques
- Virtual support and coaching implementation



- COVID – call outs were well received by vulnerable residents – they were pleased and grateful for the contact – all three times!
- Ongoing contact for those who were most vulnerable was welcome
- Review of the way letters were used and changed this for next time – caused many spikes in calls and there was a lot of duplication of letters which confused residents. Improved each time



- Blue Badge customers will use online facilities if we provide them with suitable information and easy to use processes - more development is now underway to make this happen



- IVR changes – skills transfer to other members of staff to provide more resilience for future change requests. Review of Rostrvm training to do this virtually
- Rostrvm & Mosaic upgrade to Cloud underway to help with this. Now part of priorities for D&B



- Our virtual recruitment rounds provided a relaxing environment for both panel and interviewees
- Virtual inductions pushed us to design and provide inductees with materials and tools to be hands on through training while document their own progress.