

This matter is being dealt with by:

Name Jilly Walden

Reference: NCC-037904-19

T 0115 977 2788

E complaints@nottscc.gov.uk

W www.nottinghamshire.gov.uk



**Nottinghamshire
County Council**

24 May 2019

**Request for Information: Ref NCC-037904-19
Superfast broadband**

Thank you for your request for information relating to superfast broadband. I can now let you have the following information in response to the questions you raised.

- 1. How many council buildings (excluding schools and housing) have access to superfast broadband? Please specify an amount** No NCC sites have dedicated Internet provisioning, all internet bound traffic is routed back to County Hall / Node4 to be sent out via the Virgin Media MIA (Managed Internet Access) circuits.
- 2. Have you invested in projects that take advantage of connectivity to improve local council offered services in the last 12 months? (e.g. online payments of council tax, reporting missed bin collections, etc.)** No
 - a. If no (in answer to question 2), do you have plans for future projects? Yes/No**
 - b. If yes (in answer to question 2), how much has been invested in the last 12 months? Please specify an amount for only the last 12 months**
 - c. If yes, can you provide any details of these plans? Please specify any projects you are working on.**

In the last two years we have made no investment in connectivity at the Customer Service Centre but there has been a lot of connectivity investment made within ICT particularly around cloud migration, Microsoft 365, Scheduling and the integration with some Health teams.

There is a payment system in place that was procured a few years ago which has enabled us to provide links for online payments (e.g. certificates, asbestos removal, care payments).

NCC invested in Firmstep over 5 years ago which provides 3 elements; Service, Forms and Customer portal. By implementing these we have been able to escalate online self-service in several areas (e.g. apply for it /pay for it / book it – transactional type services). Work continues to review services and promote them online using this technology.

A new programme will be underway soon 'Improving customer experience through digital technology' – it is currently being scoped. This programme will continue to build on the good work already completed. It will be looking at customer journey enhancement and re-engineering, Apps, Artificial Intelligence and assistive technology. However, we don't have any detailed plans on this yet as it is still in the discovery phase.

We hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly using the contact details below. In addition and for future reference Nottinghamshire County Council regularly publish previous Freedom of Information Requests and answers on our website, [click here](#) to see the Disclosure logs.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the

Team Manager,
Complaints and Information Team,
County Hall,
West Bridgford,
Nottingham,
NG2 7QP

or email : FOI@nottscc.gov.uk.

Yours sincerely

Name : Jilly Walden
Position: Complaints information and Mediation Officer
Nottinghamshire County Council