

PENDLE BOROUGH COUNCIL – The Digital Citizen

CURRENT PICTURE – Where are we?	AIMS – Where do we want to be?
<ul style="list-style-type: none"> • Citizens Access for Council Tax offering the majority of council tax services online. • E Benefits for Housing Benefit and Council Tax Reduction offering all services online. • Automated Telephone Payment Service to pay Council Tax, Business Rates, Housing Benefit Overpayments and Garden Waste. • Allpay Service allows Customers to pay via numerous Paypoint and Post Offices across Pendle. • Webpay provides online 24/7 payment facility for a number of Services through the Pendle Borough Council website. • eBilling allows customers to receive their Council Tax bills via email. • Webforms available for missed collections, bulky waste etc (however these are not integrated into CRM / IDOX- to be replaced by Jadu CXM). • Cash facilities withdrawn in line with move to the council being digital first 	<ul style="list-style-type: none"> • Self-Serve such as E Benefits, Citizens Access, ATP to be digital first. • End to End Integration of online Waste Services and Environmental Health Service Requests with CRM/IDOX removing duplication of Service Requests to Customer Services. • All Service area calls to transmit through Customer Services. • Landlord Portal which will allow Landlords to view payment schedules. • 65% of all transaction made online • Improve resilience and efficiency by working more closely with Burnley Council. • Move to more customer friendly interface allowing customers to pay for more than one service at a time and securing their details securely to avoid them having to keep inputting them.
WHY DIGITAL	
<ul style="list-style-type: none"> • Greater efficiencies as customers input and manage their own accounts. • Reduced resource demand which results in savings for the Council. • Greater access to services for Citizens • Improving Customer Service resource to support vulnerable Citizens and those who really need help. 	
HOW ARE WE ACHIEVING IT?	
<p>Immediate Term</p> <ul style="list-style-type: none"> • Testing all processes with customers. • Ensuring staff have knowledge, awareness and are proficient in Self-Service as well as promoting Self-Service functionality with this being incorporated into their Key Work Objectives and Call Quality performance measures. • Extending current Automated Telephone Payment solution to cover additional services such as Planning and Licensing. • Digital workshops at local Libraries to promote Online Services, assist and educate Customers focussing on the digitally excluded customers. • Provide facilities for customers to be able to self-serve including PCs, scanners for uploading evidence and clear training and instruction guides and Wifi to use own mobiles and tablets. <p>Medium Term</p> <ul style="list-style-type: none"> • Providing web based solutions to allow customers to access their information securely online and to enable self-service across the majority of the services the Council offers. • Move to digital first for all Revenue and Benefit Services. • Programme to extend Jadu CXM to replace all current Microsoft Dynamics processes and allow the customer to self serve. 	

