

**Directorate:** COMMUNITIES & THE ENVIRONMENT

**Proposal :** CUSTOMER SERVICES SOFTWARE

### PROPOSAL DETAILS

Replacement of outdated customer contact system

### REVENUE REQUIREMENTS

GENERAL FUND	2020/21 £	2021/22 £	2022/23 £	2023/24 £
MRP on Capital Investment	23,000	40,000	40,000	40,000
<b>Total</b>	<b>23,000</b>	<b>40,000</b>	<b>40,000</b>	<b>40,000</b>

### CAPITAL REQUIREMENTS

	2020/21 £	2021/22 £	2022/23 £	2023/24 £
Purchase of Software and Modules	115,000	85,000	0	0
<b>Total</b>	<b>115,000</b>	<b>85,000</b>	<b>0</b>	<b>0</b>

### COUNCIL PRIORITIES

<b>A Sustainable District</b>	Improving experience of people when contacting the Council by providing a more efficient system which staff can respond to queries in a more responsive manner
<b>An Inclusive and Prosperous Local Economy</b>	Providing a more responsive service which enables citizens and businesses to have efficient interaction with the Council.
<b>Healthy &amp; Happy Communities</b>	A resident first approach which reduces dissatisfaction with the Council by offering a more responsive service in keeping with expected levels of technology.
<b>A Co-operative Kind and Responsible Council</b>	Providing innovative ways of working linked to improved digital offer whilst maintaining an approachable service to customers.

### CROSS CUTTING THEMES

<b>Climate Emergency</b>	Improved interactions with citizens helping towards taking CS to the community and reducing number of journeys made to visit Town Halls.
<b>Community Wealth Building</b>	
<b>Community Engagement</b>	Essential element to maintaining productive dialogue with citizens and enabling an improved customer interactive service (including improving quality of service).

<b>PERFORMANCE OUTCOMES</b>		
<b>Outcome</b>	<b>Performance Measure</b>	<b>Target</b>
Improved Council reputation with citizens	Positive comments reflecting good service delivery (e.g. NPS).	To be set
Improved morale of staff	Staff surveys and feedback	Qualitative measure
Efficiencies created	Savings against resources	Financial amount to be set by project team (expected 5 - 10% efficiencies in year one)
Improved access to services	Customer preferred method of contacting Council.	Reduced telephone calls / individual personal transactions