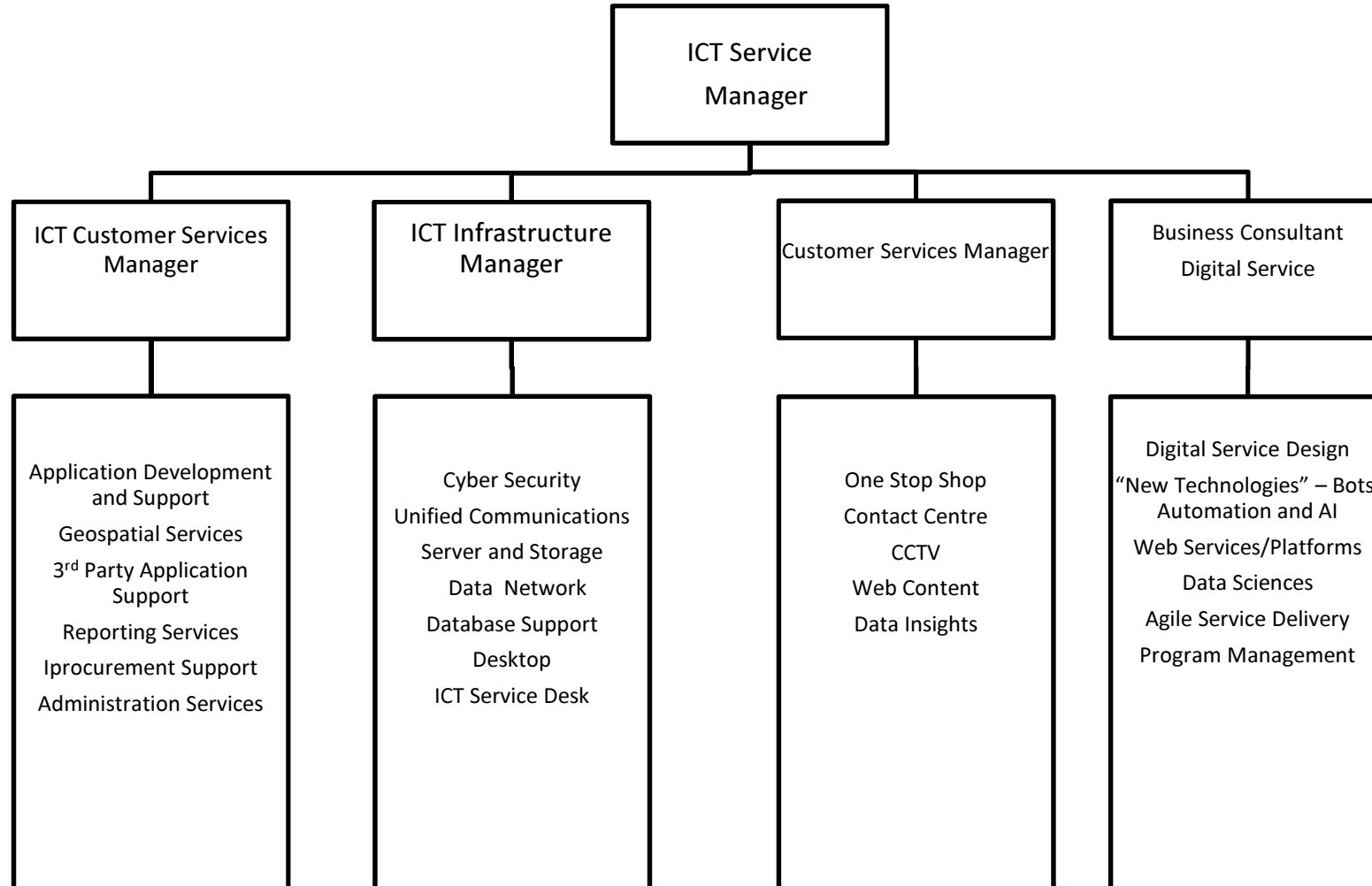


Digital Services Division (ICT and Customer Services)





Microsoft Teams - Last 90 days

Microsoft Team Sites in NPTCBC

16,548 meetings organised

2,426 active users

4,122 group voice / video calls

54,810 1 to 1 voice / video calls

458,094 chat messages

74,733 messages in team sites & 45,904 replies

NPT Website

64,900 COVID page views (20th Mar 2020 - 14th July 2020)

26% increase in views to NPT webpages

Customer Services

Live Chat



conversations by
customer service live

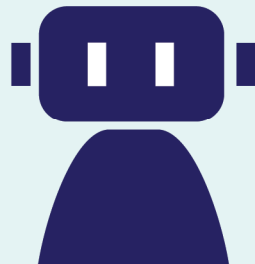
webchat

instead of phone since April

Chatbot

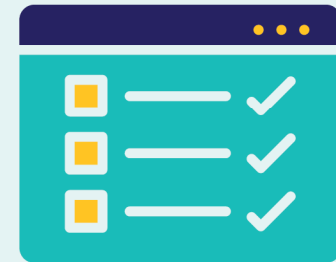
18,492
conversations

customers dealt with by
automation



Buy Local

11,739
Visitors
to this webpage
since lockdown



119

local businesses
listed on NPT Buy Local

30 Hours Childcare Scheme

304 parents applied for the childcare replacement scheme



HR Redeployment

928 employees responded



→ 107 ←
staff redeployed

→ 761 ←
staff not redeployed



Homeworking

700 new laptops given to staff



Recycling Centre



18,787 bookings made for the recycling centre

Digitally Excluded Learners



requested

690



laptops have been sent out to children



96% online



School Meal Payments

5,368

children eligible for
free school meals



5,045

children are
claiming
free school meals



45,909

payments made since lockdown
totalling **£1,427,263.50**

Council Tax

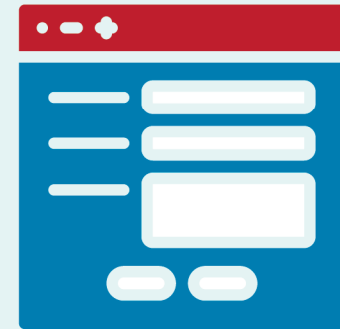
646

new

households have
signed up for

**Council Tax
Direct Debit**

to pay instead of paying by
cash at the cash office



458

households
completed
the online form for

**council tax
payment
assistance**

Business Grants

£25,480,000 Total paid out to businesses



**Small
Business
Grants**

2,613

letters issued to
businesses



2,053

businesses applied

1,937

businesses paid



Totalling £19,370,000



**Retail
/ Leisure**

313

letters issued to
businesses



232

businesses applied

222

businesses paid



Totalling £5,550,000



**Charity
/ Sports
Clubs**

102

letters issued to
businesses



70

businesses applied

56

businesses paid



Totalling £560,000

Safe and Well

5,341 residents on the shielded list



1,222

referrals

into the Safe & Well system

318 from shielded properties

904 from unshielded properties

535 properties receiving food parcels

162

shielded properties

unshielded properties

373



595

volunteers

managed by the system

Geospatial data

allows the system to find the nearest **volunteer** to any referral



shows hotspots of **shielded residents** in NPT on a map



Digital Services Division (ICT and Customer Services)

Goals – 2020/21	
Revamped Service Delivery Model OSS and Front Door Services	Develop Agile Service Delivery / Change Management function
Extend Digital transformation: Bots, Robotics and AI.	SSIP and HWB Program (Schools ICT Infrastructure)
Develop Data Science function to inform service design	Enhanced automated contact services (Voice Recognition, Bots and IM) in Contact Centre
Develop new systems to support Service initiatives	Further develop CCTV as a sustainable monitoring service
New ICT Systems: Payroll /HR , Debtors	Exploit use of Cloud Services to provide improved BC/DR and support new working models
Enhanced Cyber Security Model	Develop Citizen and Business accounts
Rollout of Unified Communications and O365.	Extend GDS services gov.notify and gov.pay to more service areas
Migration and redevelopment of legacy in-house applications to new technology.	Rolling program to maintain / replace desktop estate to reflect new models of operation