

TRAFFORD COUNCIL

Report to: Scrutiny Committee

Date: 11 March 2020

Report of: Corporate Director of Governance and Community Strategy

Report Title

An update on the Council's CRM system.

Summary

To provide an update to the Scrutiny Committee on the progress made with the Council's CRM system (C360) since the previous updates in January and October 2018.

Recommendation(s)

That the report is noted.

Contact person for access to background papers and further information:

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Background Papers: None

Background

An earlier report to the Scrutiny Committee's Task and Finish Group in January 2018 set out the background to the procurement of and functionality of the CRM system - C360

There were three recommendations made by the Scrutiny Committee in January 2018;

Recommendation 1 – That the Executive Member for Highways, Parks and Environmental Services continues to work closely with Amey on improving the interface between Amey systems and the Council's CRM system to ensure residents and Members have an effective portal for reporting incidents, as well as ensuring that performance reporting is as accurate as possible.

Recommendation 2 – That the Executive consider conducting a review of the Council's procurement process for large IT projects to ascertain whether any lessons can be learned following the procurement of the CRM system.

Recommendation 3 – That a further update on the CRM's implementation be provided to Scrutiny in due course, reporting on progress against the timeline.

A further report to Scrutiny in October 2018 gave an update against the recommendations;

Recommendation 1 – this had been completed

Recommendation 2 - it was agreed that the Council would review the procurement process for any subsequent large IT project in the light of the lessons learned from the CRM project

Recommendation 3 – the report of October 2018 gave the update which is below;

Service area	Update
Submit a compliment Submit a comment Submit a complaint	These went live in June 2018 and so far 2,000 compliments, comments and complaints have been submitted
Green waste	Form developed for taking payments for green waste permits. Waiting for decision on green waste payments before deploying
Environmental Services 'pay for it'	Forms developed for; Bulky Waste Collections, New and replacement bins Dropped Kerbs Final testing done, go live in October 2018
Environmental Services changes to live system (including extra closure reasons)	Forms developed. Final testing done, go live in October 2018
Freedom of information and subject access requests	Form development completed, testing still to do
Blue Car Badges	Form development completed, testing still to do
Pest Control	Form development completed, testing still to do
Registrars	Forms development almost completed. Testing

	will then needs to be done
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In October 2018 the Council was also in the process of agreeing a Change Control Notice (CCN) submitted by Civica to end the implementation programme and move to 'business as usual'.

Current position

Work on the Change Control Notice had just started in October 2018 and it took longer than anticipated to complete due to a need to revisit some elements of the specification. Whilst this was ongoing Civica suspended work on the outstanding elements of the programme.

The table below provides the position as at March 2020

Service area	Update – March 2020
Submit a compliment Submit a comment Submit a complaint	Since going live in June 2018 12,000 complaints, comments and compliments have been received. It is much easier to monitor the number of complaints now they are all within C360. Previously data had to
Green waste	The form was developed and deployed and worked well. It was decommissioned when the decision was taken to no longer charge for this service
Environmental Services 'pay for it'	All the following forms went live in October 2018 Bulky Waste Collections, New and replacement bins Dropped Kerbs Since then 12,700 service requests have been received for these areas
Environmental Services changes to live system (including extra closure reasons)	The forms and extra closure reasons were developed and went live in October 2018. Additional closure reasons were deployed in 2019
Freedom of information and subject access requests	Forms have been development and are ready to go live.
Blue Car Badges	Form have been development and went live in March 2020
Pest Control	Form have been development and will go live in April 2020
Registrars	Forms were developed but as a result of the CCN it was agreed that Registrars would benefit from using the bespoke system developed for Registrar services rather than C360. Civica agreed that this would be provided free of charge – resulting in a saving of £30k to the Council. Work on deploying this new system will start in May 2020 and is envisaged to be completed by

	late 2020.
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The total number of service requests for the areas that went live in 2016 now total 157,700

20,000 customer accounts have been created where they can submit and receive updates on their service requests. The graph below shows the number of service requests submitted online (self-service) versus via the phone (mediated). As can be seen self-service is now higher than the mediated channel.

Contacts: Self-service vs Mediated

