

SERVICE UPDATE

<u>Name of Service:</u>	Digital & Technology
<u>Date:</u>	24 th July 2019
<u>Title of Update:</u>	Online Services/Bookings Update
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UPDATE:

Introduction

The successful delivery of digital solutions continues, supporting the achievement of the Council's digital transformation aims, service redesign and reduction in customer demand. A key component of this transformation focuses on making it quicker and easier for customers to access Council services digitally, enabling them to become more self-sufficient. The provision of online services gives customers a choice of when and how they access our services and facilitates a reduced transaction cost compared to traditional channels of face to face and telephone. It also removes the need to complete paper forms and removes associated costs.

The delivery of online services through a range of technologies is being managed through our "Digital First" programme. Detailed below is an update on progress to date and a roadmap for upcoming booking services.

Online services implementation

To date, a total of 158 online services have been developed and implemented. These represent a combination of 'report it', 'request it', 'book it' and 'pay for it' services. Examples of these online services include Blue Badge, Garden Waste Permit, Free School Meals, School Clothing Grants and School Applications - the first local authority in Scotland to deliver a fully online service.

In January 2018, a list of 25 candidate ACC bookings services were identified in the business case for the implementation of a digital system and to date the following booking services have been delivered - 56 booking transactions across the 9 services:

1. **Registrars** - appointment services ranging from booking an appointment to register a birth/death/marriage to citizenship ceremonies. - **19 services**
2. **Parking permits** (a range of online parking permit services are available including residential, business and visitor permits, contractor permit, monthly car park permit for multi-storey) - **8 services**
3. **Music Service** (including booking and paying for lessons, instrument hire) - **3 services**
4. **Pest control** - request and pay for removal of pests
5. **School admissions** (including checking your place on the waiting list and appealing a school placing decision) - **7 services**
6. **Trees, grounds and parks maintenance** (including areas such as report a problem with a tree, request grass cutting, report a playpark equipment problem) - **15 services**

7. **Apply and pay for a disabled parking space**
8. **Apply and pay for a garage space**
9. **Apply and pay for an HMO licence**

Work is now underway to deliver additional bookings services and the figure below provides details of the estimated implementation timelines:

- Museums & galleries - corporate space hire (Q3 2019)
- Museums & galleries - events & ticketing (Q2 2019)
- Customer appointments (end of Q3 2019) - enabling an appointments-only approach for face to face services delivered at Marischal College, the Customer Access Points and within communities.
- Educational lets ad hoc online customer bookings for school term 2019/20 (end of Q3 2019).

Figure 1 - Bookings services delivery roadmap

