

Digital Channel Shift funded projects March 2017

Local Authorities involved	Amount Granted	Project Activity
Bath & North East Somerset Council and Wiltshire Council	£25,000	An online reporting and feedback system for potholes. The system will automatically route the report to the appropriate team, if necessary requesting additional information. It will also provide updates and publish reports on work underway.
Calderdale Metropolitan Borough Council	£15,000	An online taxi licencing service, with access to licence holder records through the MyCalderdale customer account.
Cheltenham Borough Council	£15,000	An online self-service licensing portal to enable customers submit and pay for applications 24/7.
City of Lincoln & North Kesteven	£15,000	Shared Revs and Bens services – integrating the already online service elements into the Revs and Bens system.
City of Wakefield Metropolitan District Council	£15,000	An automated system to log / report pot holes, identify where located using mapping technology and then track progress.
Elmbridge Borough Council	£15,000	An SMS reminder service for council tax customers to provide notifications when payment is due and reminders of appointments.
Gloucestershire County Council	£15,000	Customer registrations and online document orders of Gloucestershire Archives.
Harlow District Council	£15,000	Introduction, promotion and expansion of OpenAccess and OpenChannel in Revenues and Benefits service. Allowing businesses, customers / claimants and landlords to view a variety of revenues and benefits information.
Lichfield District Council	£15,000	New online services for revenues and benefits customers. Will include applying for single person council tax discount, housing benefits and notifying the council of a change in circumstances.
Liverpool City Council	£15,000	An online self-service booking service for cemetery and cremation services (e.g. to manage booking slots) and contact centre staff in transition period to

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		fully online operation.
London Boroughs of Camden, Islington and Haringey	£25,000	Pilot the use of IoT devices with 60 vulnerable older adults from across the 3 borough. To improve information about these users and their needs and as a result provide a more proactive / preventative care package, cutting costs and the need for more reactive and expensive care.
Newcastle upon Tyne City Council	£15,000	To develop in-house skills on Microsoft's BOT framework, enabling a prototype 'wastebot' to be launched in beta mode.
North Yorkshire County Council	£15,000	An online portal to report, track and support dealing with public realm issues. Allows Parish Cllrs and Clerks the ability to see a map showing the reports and status of a range of public realm issues. E.g. street lighting, potholes, flooding, pavement, highway defects.
Nottingham City Council	£15,000	New online skip hire service to increase the volume of self-service transactions. Designed on 'click and collect' principles whereby the customer will select and pay for a skip online and then have it delivered to their chosen address at a later date .
Portsmouth City Council	£15,000	Development of 2 online accounts for the young people and their carers supported by Portsmouth CC. Users will have access to both general and specific information about care needs, track requests, reports and records and contact social workers via secure messaging.
Rochdale Metropolitan Borough Council	£15,000	To drive online take-up in two service areas; council tax and waste management, focused on customer engagement, marketing and behaviour change.
Scarborough Borough Council	£15,000	Implementation of a communication and tracking system into council's refuse vehicle fleet. Combined with the introduction of new and enhanced online

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		forms and redesigned business processes. The in-cab devices will dynamically update a cloud-based database accessible to citizens, customer services and relevant back-office services.
South Somerset District Council	£15,000	Implementation of an online self-service option for domestic waste customers through a newly procured council portal. The portal will have a GIS interface and index details of reports against the customer, track progress online and receive updates at key points.
Suffolk Coastal and Waveney District Councils	£15,000	Improvements to self-service portal to join up separate services and achieve "single sign approach".
Sunderland City Council	£15,000	Redesigning the online environmental services offer for customers who want to report environmental issues or request services such as bulk waste collection. Will involve redesigning web pages, seamlessly integrating with Fix My Street and introducing Bartec into refuse vehicles.
Torbay Council	£15,000	Purchase and implementation of APIs to automate council tax back-office processes, starting with change of address. This will enable full end-to-end online processing.
Waverley Borough Council	£15,000	To upgrade a range of current online forms for key council services, including redesigning customer journeys, creating mobile-responsive forms and required integrations.
West Sussex County Council	£15,000	To develop and implement an online solution using an e-form and workflow to support the process of making a special educational needs assessment through from initial request by a parent to the issuing of an Education, Health and Care Plan.