Annex B

Survey respondents told us that a high level of transactional (low value) requests were being made at Acomb Office, many which could be made by phone, email or internet as many customers across the city do now.

Other alternative methods of providing services in place or being considered for development:

On-line services

1. **Reporting repairs online**

   Reporting repairs is 22% of activity at Acomb. Prioritisation of developing solution to allow customers to report repairs online is being planned for as part of the work to deliver the Customer Strategy. This could be made available for home use and as part of self service in libraries.

2. **Use an online 'Tracker' for customers to find out for themselves the progress of repairs, claims etc.**

   This would allow the customer to log onto their 'account' and see the visible progress of their activity for both services. This could be offered online and customers could either access it at home or using the facilities in the libraries.

3. **Reporting a change of circumstances**

   This could be offered online by a simple e-form or a form completed and scanned in by library staff.

4. **Rent account online**

   To give customers access to their rent accounts online. This could either be accessed at home or at the library. Customers already have the ability to pay rent online but this would expand the service to cover statements and setting up direct Debits.

5. **Home Swapper**

   Currently customers can put up a paper advert to swap their home. This is a card placed on a notice board in the Acomb office. The paper option can be removed and direct customers to a Home Swapper online

6. **Choice Based Lettings**

   This service has only been running two months and gives customers online access to complete choice based lettings on line and bid for properties online. The library staff can be used to explain how to bid as that seems to give some confusion to customers.

Telephone

In additional to the existing Benefits and housing contact centres there are other options for developing voice based solutions within the community:

1. **Tele Talk in Acomb Explore**

   Is a software module that uses desktop video conferencing for remote transactional interviewing. It is used in other Local Authorities and could sit within the libraries, but is a very expensive option. We already offer Skype in Explore.

2. **Dedicated telephone line in Acomb Explore**

   Confidential telephone line access points could be placed in Explore and other libraries. For some benefits claim advice this can only be given if they have the ability to speak to an advisor. This can be achieved via the telephone and does not necessarily need a face to face option.

Other channels:

.
1. Looking Local

This option uses digital TVs, mobile phones (smart, android etc). It can be used for reporting for example repairs or accessing Choice Based Lettings. We already have access to Looking Local.

2. Provision of proofs

To complete benefits applications on site, customers need to provide evidence of identification, payslips, bank accounts etc. this service which would mean checking the evidence, stamping it as received and scanning the documents. There is already established training for this, and it could be combined with the drop off box service.

3. Drop in sessions held at libraries or other community facilities for customers to attend

Advertised sessions to give the customer a face to face service but based at the libraries, community centres and so on. These could be cascaded throughout the City but not everyday.

4. Drop off box

Locate a drop off box in Explore for customers to put in their documents. This would need to be couriered up to the city centre office.