

City of York Digital Inclusion

Corporate Scrutiny

9th May 2016

ICT – Fixed Broadband

- Superfast broadband (>24 Megabits per second) currently available to **94%** of premises in York
- Coverage will rise to **99%** following completion of BDUK Rural Broadband project by 2018
- **UltraFibreOptic** Joint Venture (CityFibre/TalkTalk/Sky) building an ultrafast pure fibre network (1000 Megabits per second) currently available to **19,000** premises in York
- **Virgin Media** will expand their network footprint to bring speeds of 300 Megabits per second to a further **12-15,000** York premises in the next 18 months.

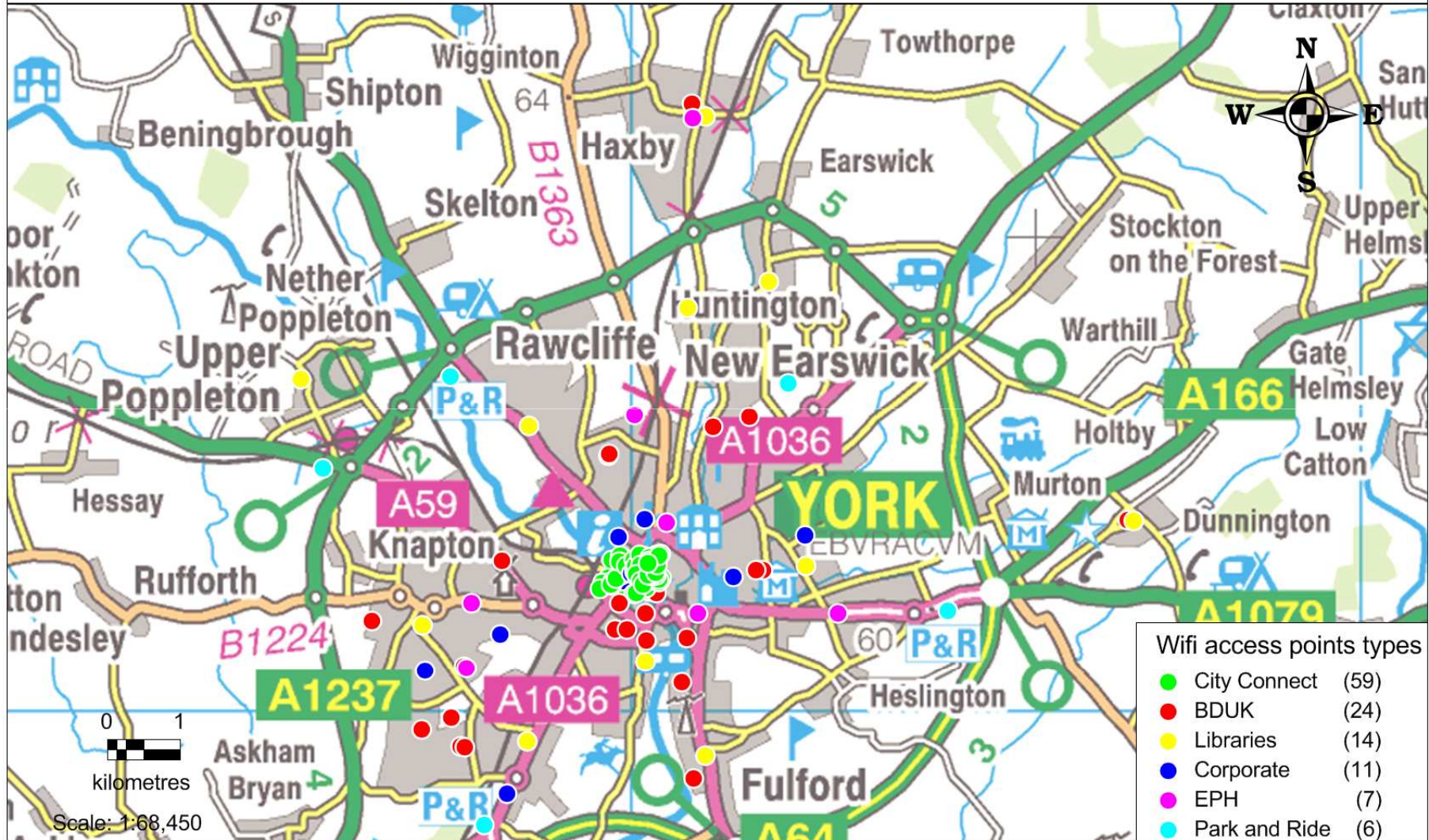
ICT – Wireless Broadband

- Free 24 x 7 Wi-Fi is available in public buildings, open spaces and at all Park and Ride sites. York is the only city in the UK to offer this child-friendly, comprehensive coverage
- ICT were awarded £28,000 in a successful Arts Council bid to upgrade Wi-Fi in Explore Libraries to the highest technical specification. Upgrade work was completed in March 2016
- Free 'On board' Wi-Fi is available on all First York bus routes, as well as CityZap and Coastliner services.

ICT – Connected City

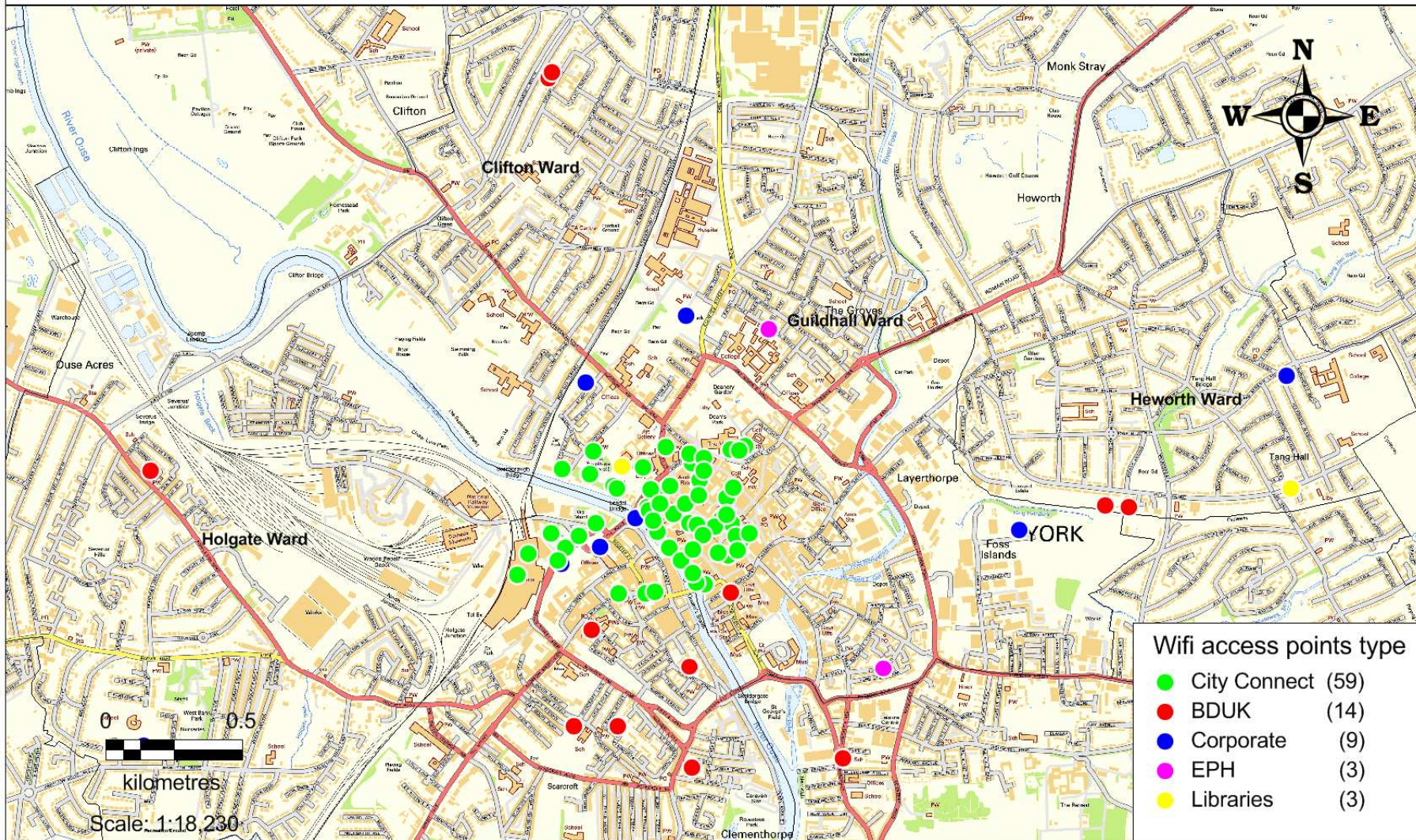
- The Eduroam student Wi-Fi network covers the city, giving our student population easy access to secure Wi-Fi
- Free Wi-Fi is also available at:
 - 28 Public Buildings and Community Centres
 - 16 Explore Libraries
 - 14 Corporate sites
 - 7 Children's Centres
 - 7 Elderly Persons Homes
 - 2 Travellers' Sites

Free wifi access points in York



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Free wifi access points in York - City Centre



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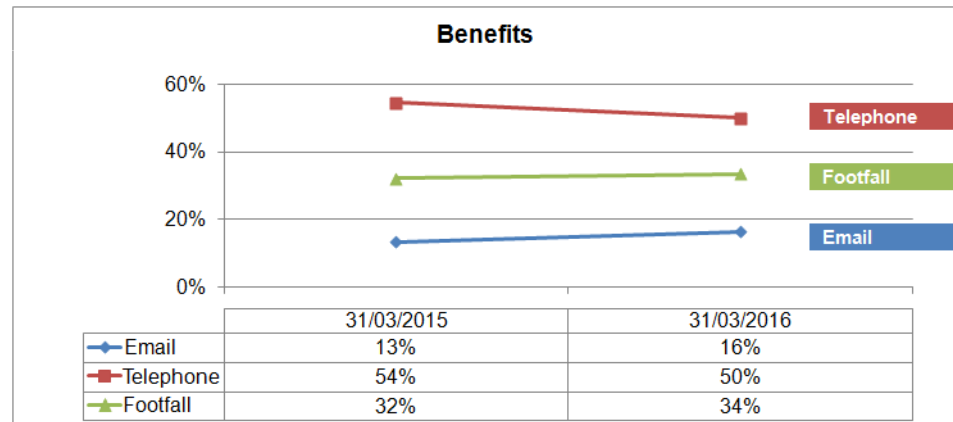
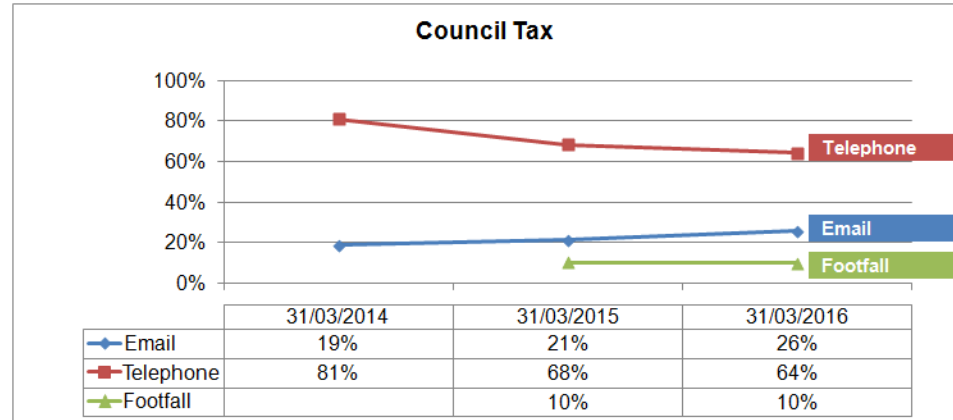
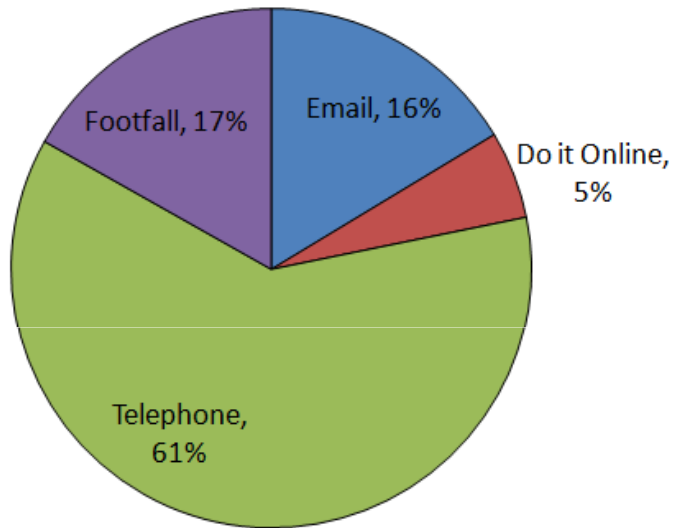
Digital Services – Implementation

Phased project approach - Phase 1:

- Revenues (Change of Address, Move in, Move out, DD)
- Benefits (New Claims, Change of Circ's)
- Waste (Missed bins, New container/service, Bulky collection)
- Public Realm (Litter report, Fly tipping, Graffiti)
- Highways (Highway defect, Street light defect, drainage)
- Transparency

Digital Services – Current Situation

Customer Interaction - Mar 2016



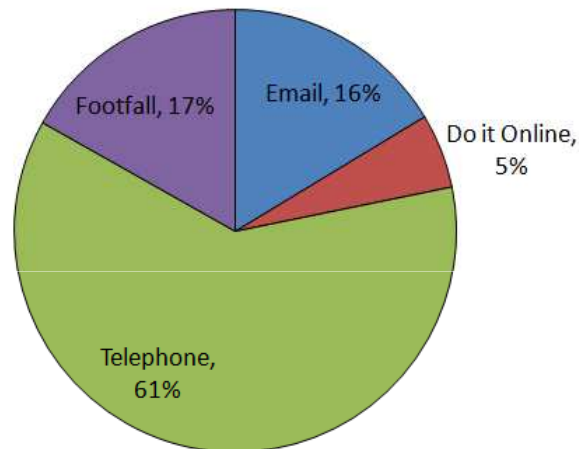
Current digital take up at March 2016 is 21%

Over the last 2 years digital take-up in council tax has increased from 19% to 26%

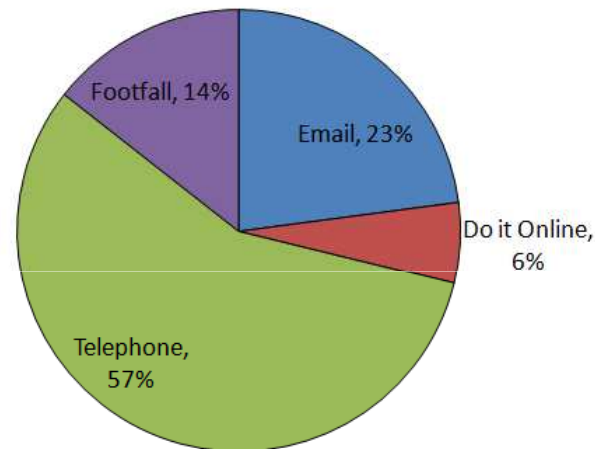
In the last year digital take-up in benefits has increased from 13% to 16%

Digital Services – Future Situation (based on current trends without intervention)

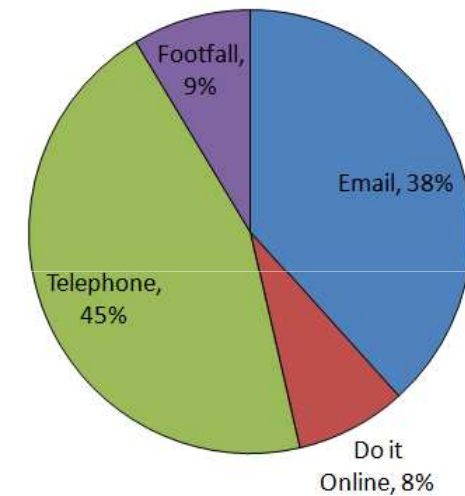
Customer Interaction - Mar 2016



Customer Interaction - Mar 2017



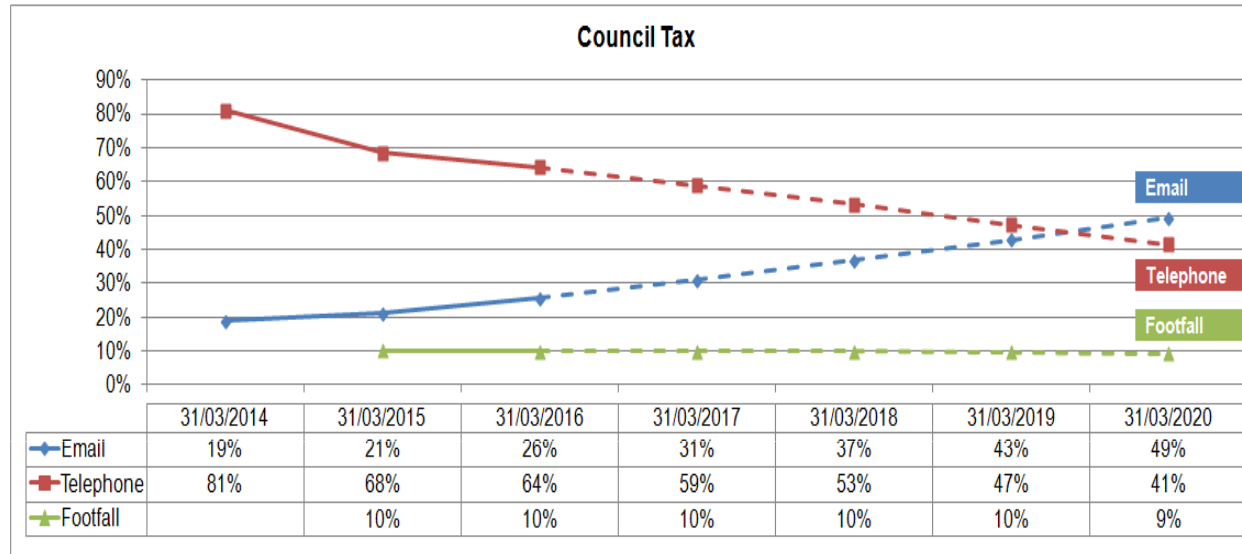
Customer Interaction - Mar 2020



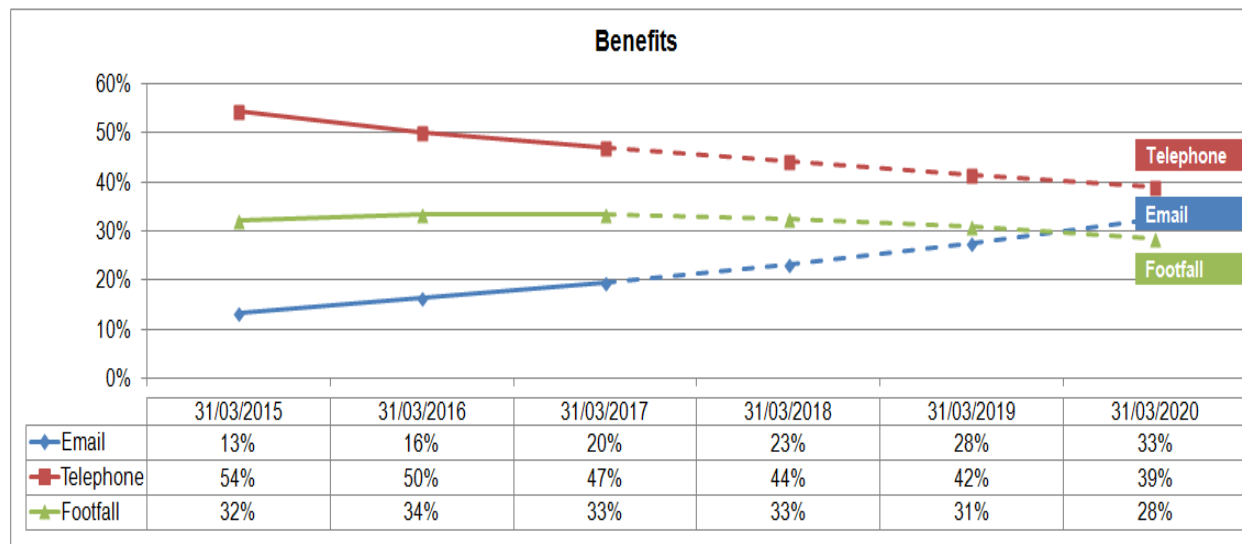
Based on current trends, without any further interventions, digital take up of customer interaction is expected to increase from 21% (March 2016) to 46% (March 2020).

These increases would predominantly be in email traffic, with smaller increases in Do It Online

Digital Services – Future Situation (based on current trends without intervention)



Council Tax interaction via email is expected to increase to 49%



Benefits interaction via email is expected to increase to 33%

Digital Services – Road Map

Phase 2 :

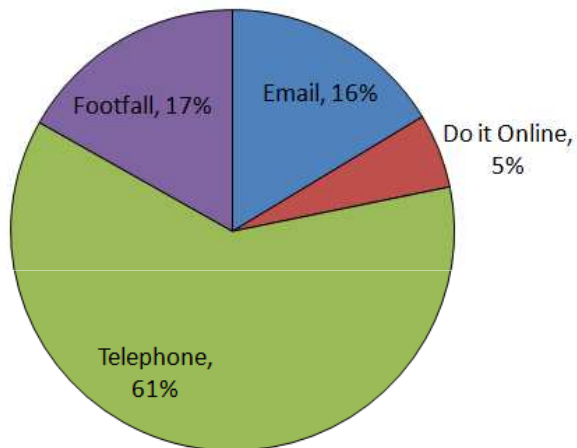
- Registrars
- Parking
- Adults (Customer Contact)
- Planning
- Licensing
- Education
- Building repairs

Phase 3 & Beyond:

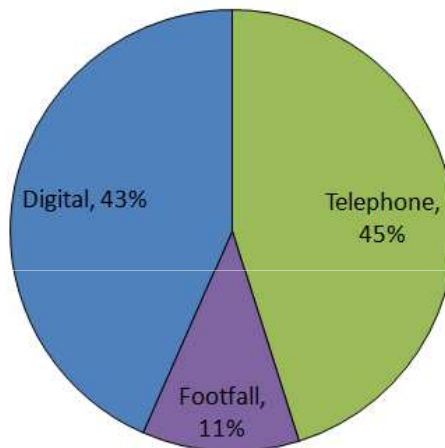
- Internal systems e.g. Staff Processes

Digital Services – Future Situation (based on current trends with intervention)

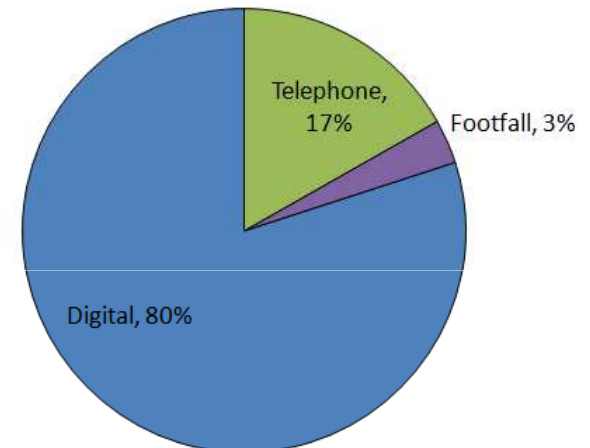
Customer Interaction - Mar 2016



Customer Interaction - Mar 2017



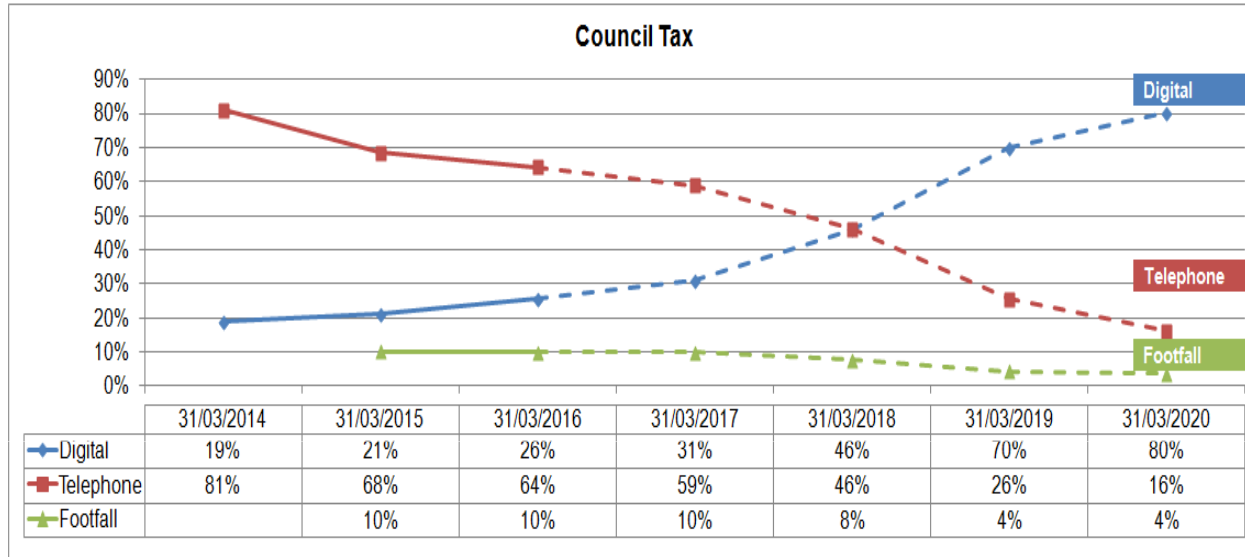
Customer Interaction - Mar 2020



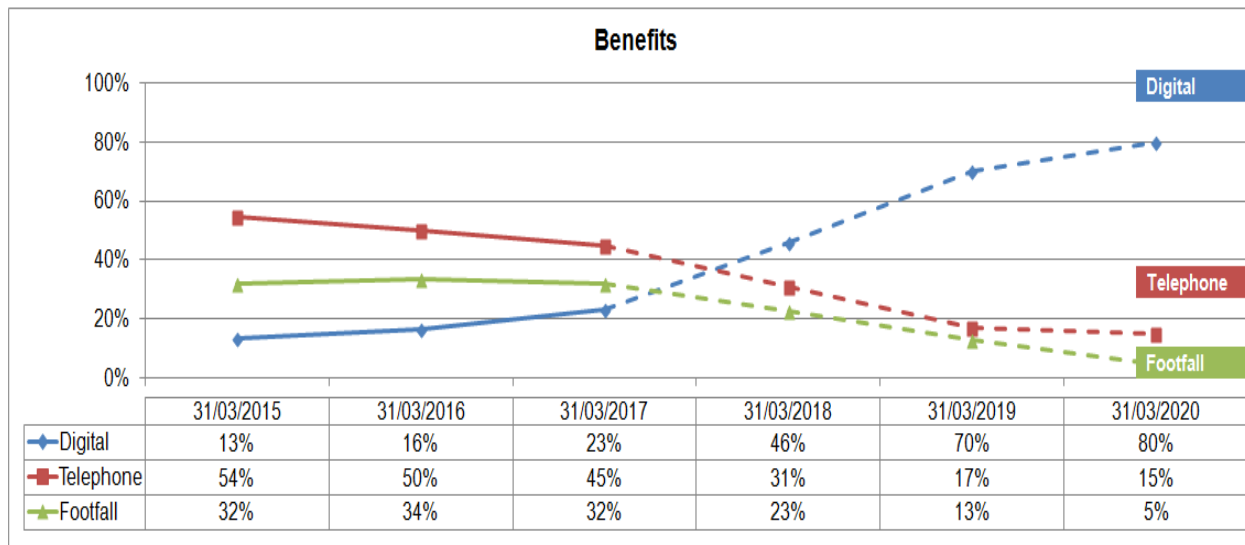
Based on current trends and with intervention, digital take up of customer interaction is expected to increase from 21% (March 2016) to 80% (March 2020).

These increases would predominantly be in email traffic, with smaller increases in Do It Online

Digital Services – Future Situation (based on current trends with intervention)



Council Tax interaction via digital systems is expected to increase to 80%



Benefits interaction via digital systems is expected to increase to 80%

Digital Services - Communications

Fully developed Communications campaign including:

- Internal & External Drop in Sessions
- Partner Communication
- Local Media
- Buzz
- Annual Billing – Quicker, Greener, Cheaper
go Digital

Digital Services Campaign Artwork

Coming Soon...



Online | Mobile | On the go
www.york.gov.uk/digital



Digital Services - Take Up

What targets are we aiming for:

- 70% take up across 3 years for those customers with internet access
- Kirklees, Thurrock & Wigan already have 100% take up of digital Housing Benefits. No Benefits phone number!