

**TUESDAY, 1 FEBRUARY 2022**

**REPORT OF THE ASSISTANT DIRECTOR PEOPLE  
AND HEAD OF CUSTOMER EXPERIENCE**

**POST IMPLEMENTATION REVIEW MY TAMWORTH PORTAL**

**EXEMPT INFORMATION**

None

**PURPOSE**

To inform the committee on the current position of the My Tamworth customer portal and provide a review of the project to include costs, difficulties encountered, outcomes to date and the future project plan.

**RECOMMENDATIONS**

It is recommended that:

1. The Committee endorse the contents of the report.
2. The Committee endorse the recommendations included within the report.

**EXECUTIVE SUMMARY**

The council undertook a procurement exercise in early 2018 to seek a supplier who could provide a Customer Relationship Management (CRM) system along with a self-service customer portal.

The competitive tender exercise received two responses and Civica were successful in their tender the contract was awarded in May 2018 with an initial anticipated delivery date of September 2019. Civica are one of the UK's largest software companies with over 30 years experience of working with public services.

This project has not been without its difficulties with the team often needing to re-plan and re-focus to meet the challenges faced none more so than the impact of Covid and the change in working practices immediately made as a response to the pandemic.

The original requirement of the project was to deliver digital housing application forms, safeguarding reporting, complaints, moving home notifications, adding or removing single person discounts and making payments on line. Significant issues were encountered with the deliverables most notably that in late 2018 Civica informed the council that they were unable to deliver either the housing application form or the safeguarding process. However, Orchard Housing who provide our system for housing tenants, repairs and other housing related functions had developed a module that enabled housing applications to be made on line that the council purchased and developed and this was implemented in September 2021. The project team also developed an online form to support the safeguarding process.

The team also encountered delays in the project due to resources required this was mainly because the teams who were heavily involved in the development of the product were and remain at the forefront of the councils pandemic response team.

One of the biggest challenges was the gross underestimation from Civica of the consultant resources they needed to allocate to the project.

Despite the issues the team have faced phase one (which includes on line complaint reporting, moving home notifications, on line reporting for street scene issues and viewing council tax accounts) has been implemented and work continues on phase two.

Appendix 1 details the comprehensive post project review that has been undertaken.

### **RESOURCE IMPLICATIONS**

There are no current requirements for additional staff resource in the operation of the My Tamworth portal. However, there is a requirement to resource training for customer service staff to deal with new back office processes and ensure a seamless customer journey.

There are no financial implications as a result of this report.

### **LEGAL/RISK IMPLICATIONS**

Cyber security and data sharing risks were considered and mitigated in the overall project plan.

### **EQUALITIES IMPLICATIONS**

Tamworth Borough Council recognise that not all service users are able to access services digitally. The My Tamworth portal represents an enhancement to our customer access portfolio and in order to maximise digital engagement training opportunities will be made available to our customers. We are also committed to continuously developing the skills of our call handlers to assist customers to submit online service requests.

### **ENVIRONMENT AND SUSTAINABILITY IMPLICATIONS (INCLUDING CLIMATE CHANGE)**

This project complements our efforts to the 'Green Agenda' by realising a reduction in the use of paper, printing materials, electricity and fuel for postal delivery vans.

### **BACKGROUND INFORMATION**

None

### **REPORT AUTHOR**

Zoe Wolicki – Assistant Director People  
Ali Millard – Head of Customer Experience

### **LIST OF BACKGROUND PAPERS**

None

### **APPENDICES**

Appendix 1 – Post Implementation Report