



# Surrey County Council Practical 'e'xperiences

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# Purpose of Presentation

- To share ..... honestly
  - What have we done well
  - What hasn't gone so well





# Good news

## On the agenda!

- Structure
- Integrated Strategy
- e-conferences
- e-plans



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# Good news

## Clear benefits

- Greater relevance.
- Improve our day-to-day effectiveness.
- Widening access to knowledge and services.
- Making access more convenient.
- Tailoring services to meet individual needs.
- Better reflect customer groups.



# SCC's E-Service Priorities

- Making Surrey a Better Place to **Learn & Develop**.
  - Education “Portal” for students, teachers, parents, carers and staff.
  - Containing ...
    - Information.
    - Training needs self-assessment forms.
    - Learning opportunities.
    - Career opportunities.
    - Links to employment and entertainment.
    - On-line booking and payments of courses and tuition.



# SCC's E-Service Priorities

- Making Surrey a Better Place to **Live & Do Business.**
  - On-line planning process - guidance, application, consultation & decision.
  - On-line licence provision.
  - On-line “Welcome to Surrey” for people and businesses moving in.
  - Real time public travel information.
  - Report faulty street furniture by phone or web.
  - Book community travel by phone or web.



# SCC's E-Service Priorities

- Making Surrey a Better Place **where vulnerable people have more independence.**
  - New systems offering increased independence to users and carers.
  - Self-assessment of basic entitlements.
  - Explore technology.
    - To secure access for front-line workers.
    - Promote safe independent homes for users.
  - Securely share data with partners.
    - To limit crime.



# Good news

## Partnership

- Extranet
- Portal
- Joint IEG
- Joint development
- 2010 group





# Good news

## Culture

- Customer
- Impact
- Direction
- Partnership



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# Good news

## CICT

- Centralised, capable
- SWAN
- Desktop
- SDMs
- ERP, GIS, EDM, CRM
- Driving force



# Good news

## Internet

- Top 20
- Surrey Shop
- Standards
- Managed
- Enthusiasm





# Good news

## Callcentre

- High customer satisfaction
- Doubled call volume
- All services represented



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# Good news

## Face to Face

- Partner commitment
- ICS
- Shared training
- Workstyle
- Kiosks



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Good news

Centre of excellence

- Pathfinder
- 1st County Council Callcentre
- Internet: top 20



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Could do better.....

We are one of the best run  
authorities in the country.

What does this mean for  
our customers?



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# Could do better.....

- Clear benefits
  - Benefit realisation
  - Funding
- Partnership
  - Excellent
- Culture
  - Middle management



# Could do better.....

- CICT
  - Programme alignment
- Internet
  - Information management
- Callcentre
  - Slow growth
  - CRM
- F2F
  - Slow growth

