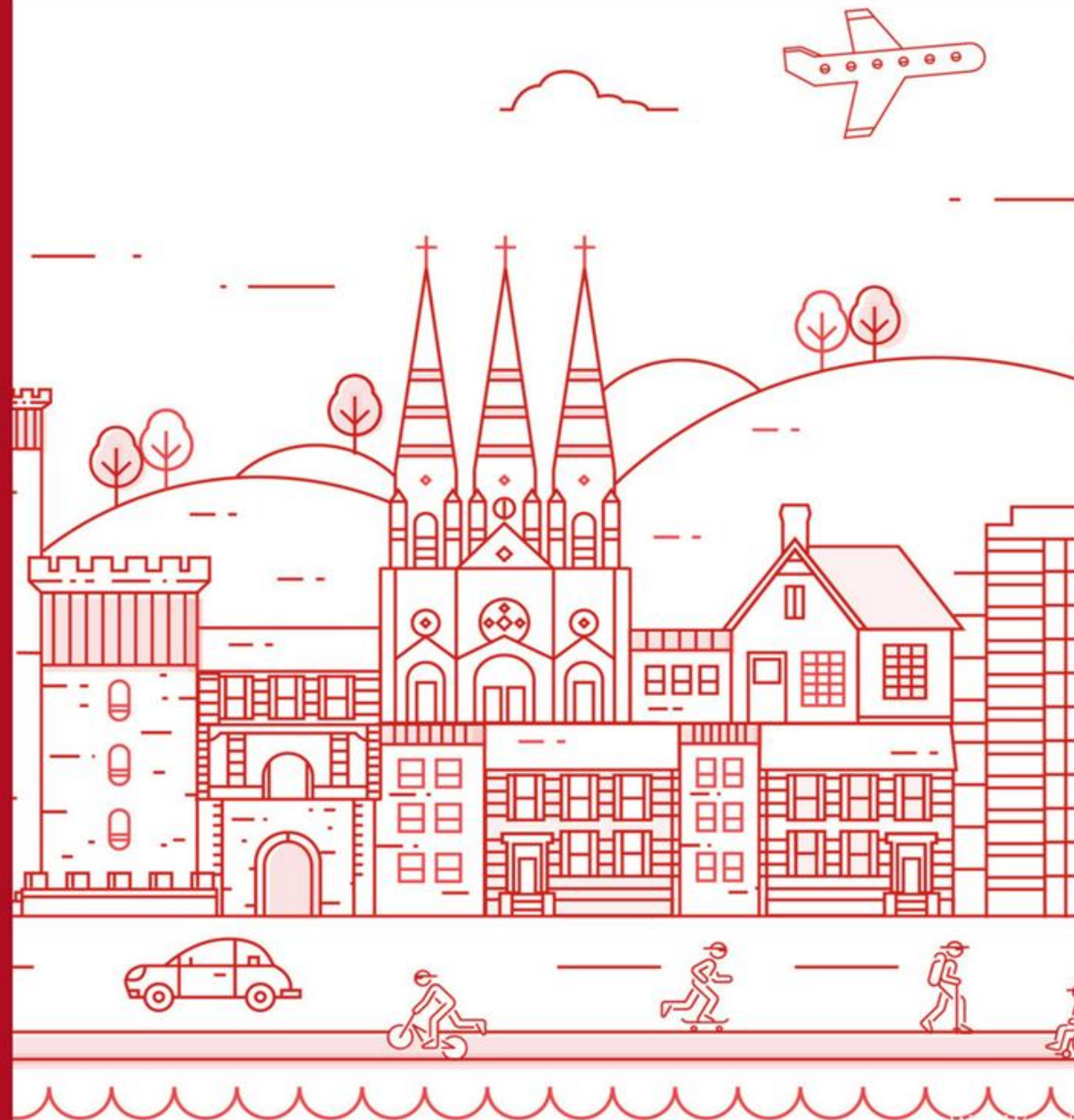


YOURCOUNCIL.IE

DIGITAL TRANSFORMATION OF SERVICES
IN CORK COUNTY COUNCIL



SPEAKERS



JULIANNE COUGHLAN
SERVICE REPUBLIC MANAGER
CORK COUNTY COUNCIL



NOELLE DESMOND
SERVICE DESIGNER
CORK COUNTY COUNCIL
CREATIVE DIRECTOR

Digital by Default

Digital by Design

Digital First

Digital for the sake of it



**Digitalisation is NOT innovation
but it's an important part of it**





“I want you to find a bold and innovative way to do everything exactly the same way it’s been done for 25 years.”

Opportunities for Innovation in the Public Sector

Cultural and Organisational Change - Training & Capacity Building
Citizen Engagement - Digitalisation of Services - Policy Making

Co-creating digital services



EVERYONE
SHOULD HAVE
A HOME.



TRUST

CHALLENGES

SERVICEREPUBLIC

**LOWER
PAID**

CPSU

TOP

Public Transport
are cancelled
We regret any inconvenience

CPSU

Y
HANDS
T O
R E
V



**BACK TO THE
FUTURE?**



**BORDER
COMMUNITIES
AGAINST
BREXIT**

**NO BORDER
NO BARRIERS
PROTEST**



BELIEF

EMPATHY

COURAGE



“The senior team at Cork County Council wanted to improve customer and staff outcomes county-wide and set up a centre to use and showcase service design approaches.

With a council in the process of ‘going digital’ we saw an opportunity to ensure services were led by user needs.”

James Fogarty, Deputy Chief Executive



Arts Grant Scheme 2018 now available. Closing Date is Friday 8th December at 5pm. ✕

Welcome to Cork County Council - Your Council

New Services added

- Art Grant Schemes for 2018 now available in the Online Services Menu
- New online submissions available for the 9 Town Council Development Plans and CDP 2014 available in the Online Services Menu
- Find your Local Councillor in the Online Services Menu
- Domestic Well Grant Forms now available in the Online Services Menu.

New Users You can now register and create an account to save time and track the progress of any issues you've reported.

Existing Users Login to quickly access your services



Dog Licence
Apply Online



Arts Grant Scheme 2018
Application Forms



View Boundary Proposal
Make a Submission



Ask a Question
General Enquiries



Vacant Homes
Rebuilding Ireland



Roads & Footpaths
Potholes, Safety, Signage etc



Trees & Hedges
Report an Issue



More Online Services
Apply Report Ask Pay

Online Services

Search available services

Search

A-Z

All Services

Apply

Report

Ask

Pay

Grants

Grants Currently Available

- A** Accounts Payable Enquiry
Animal Welfare
Arts Grant Scheme 2018
Arts Grant Scheme Application for Financial Assistance
Arts Grant Scheme Artists in Schools Scheme
Arts Grant Scheme Ballinglen Arts Foundation Bursary
Arts Grant Scheme Creative Artists Bursary Scheme
Arts Grant Scheme International Touring and Exhibition Bursary
Arts Grant Scheme Tyrone Guthrie Centre Bursary
Arts Office Enquiry
Ask A Question
- B** Building Control Management System (BCMS)
- C** Choice Based Letting
Choice Based Letting North Enquiry
Choice Based Letting South Enquiry
Choice Based Letting West Enquiry
Civic Amenity Sites & Recycling Enquiry
Community Development Enquiry
Cork County Alerts
Cork County Alerts Registration
Corporate Affairs Enquiry
- D** Dead Animal Removal
Dog & Veterinary Enquiries
Dog Attack on other Animal(s)
Dog Attack on Person(s)
Dog Collection
Dog Control
Dog Controlled & Listed Breeds
Dog Fouling
Dog Licence Application
Dog Stray & Abandoned
Dog Surrender to Vet Dept
Dogs - Excessive Barking
- E** Electoral Register Enquiry
Environment - Air, Noise & Water Quality Enquiry
- F** Find your Local Councillor
Fire & Building Control Enquiry
Flooding/Drainage - Report an Issue
Footpaths - Report an Issue
- H** Have your say on Cork County Councils proposal for a boundary alteration
Higher Educational Grants Enquiry
Horse Control
House Purchase Enquiry
Housing Assistance Programme Enquiry
Housing Enquiry
Housing Loan Enquiry
Housing Repair & Leasing Enquiry
Human Resources & Recruitment Enquiry
- I** Ideas & Suggestions for Online Services
- J** Job Vacancies
- L** Library Enquiry
Litter & Waste Enquiry
Local Property Tax
- M** Make a submission on the Variation to the 9 Town Council Development Plans
Make a submission on Variation No 1 to the CDP 2014
Mix Your Mode Journey Planner
Motor Tax
Motor Tax Enquiry
- O** Outdoor Gym/Multi Use Area - Report an Issue
- P** Parks and Playgrounds Report an Issue
Planning Application - Observations
Planning Enquiry
Planning Enquiry System
Planning West Cork Enquiry
Playgrounds - Report an Issue
Potholes - Report an Issue
Pre-Planning Meeting Application
Public Lighting Enquiry
Public Lighting Fault
Public Parks - Report an Issue
Public Participation Network
- R** Rates Enquiry
Recycling Enquiry
Register of Electors
Road Resurfacing - Report an Issue
Road Safety - Report an Issue
Roads and Footpaths Report an Issue
Roads Enquiry
- S** School Water Safety Education Programme
Signage - Report an Issue
Skatepark - Report an Issue
Smile Resource Exchange
Social Housing - North Cork
Social Housing - South Cork
Social Housing - West Cork
- T** Tenant Purchase Scheme Enquiry
Trees and Hedges - Report an Issue
- V** Vacant Homes - Rebuilding Ireland
- W** Walkway & Greenway - Report an Issue
Water And Waste Water Connections
Water Leak - Irish Water Site
Water Services Enquiry
Well Grant (Domestic)
Well Grants Enquiry

Dash

Home Dashboard Services Help Sheets

Latest News

The Map window on the Firmstep Forms should be working now again. Cases can be logged as normal.

Please LOGIN to create a case and to view Dashboard and Services.

Don't forget to ask the customer if they'd like to be updated on their issue - Enter their Email and Status Updates and they'll be updated automatically at login, processing and closing stages.
Please advise our customers that can log their case on www.yourcouncil.ie



Trees & Hedges

Report an Issue



Roads & Footpaths

Potholes, Safety, Signage etc



Parks & Playgrounds

Report an Issue



Dog Control

Stray, Fouling, Attack, etc

We will be making the following changes in the coming weeks for the Roads 'Report It' Forms:

- Removal of location for pin on map
- Assigning cases to users instead of groups
- Emailing users cases assigned to them
- New suite of reports to be developed to filter by users, municipal district, etc
- Link to cases included in reports and emails
- New process/forms and reports to be created for Admin & Policy Reporting

Need help? If you have any problems with the forms/services please email customerportal@corkcoco.ie

Services

Search available services

Search

All Services

Report

entered on behalf of customers

Dash Reports

Summary of Cases Logged
Dash Reports

Pay

on behalf of customers

Planning Policy

PPU Use only.

Testing

CCC Staff Testing please use this folder only.

Presentations

Your Council, Service Design etc

- A** Animal Welfare
Ask A Question
- C** Choice Based Letting
CPD Presentation
- D** Dead Animal Removal
Dog Control
Dog Licence Application
Dog Licence Re-Issue
Dogs - Excessive Barking

- H** Have your say on Cork County Councils
proposal for a boundary alteration
Horse Control
Housing Representations
- I** Ideas & Suggestions for Online Services
- L** Library Enquiry
Local Property Tax
- O** Online Payment General
- P** Parks and Playgrounds Report an Issue
Parks and Playgrounds Summary Report
Pre-Planning Meeting Application
Public Lighting Fault

- R** Register of Electors (checktheregister.ie)
Request to make change to Council website
Roads and Footpaths Report an Issue
Roads and Footpaths Summary of Cases
Roads Directorate Summary Report
- S** School Water Safety Education Programme
- T** Trees and Hedges - Report an Issue
Trees and Hedges - Summary of Cases
- W** Water And Waste Water Connections
Water Leak - Irish Water Site
Water Leak (Irish Water)
Well Grant (Domestic)



76
Parks &
Playgrounds



1,539
Ask A Question



17,070
Portal Interactions



4,517
Roads & Footpaths



881
Dog Control



7,523
Registered
Users



842
Trees & Hedges



5,434
Dog Licences



6,454
Logged by CCC staff



946
Draft Local Area
Plans



1,459
Housing
Representations



10,616
Logged by Citizens



1,269
EOI - Clerical Officer



Cork County Council - Housing Directorate

Report Run on 06/11/2017



1,399
Cases Logged

207
Open Cases

1,192
Closed Cases

15%
Cases Open

996
Closed First Time
by Housing Policy

178
Cases open more
than 10 days

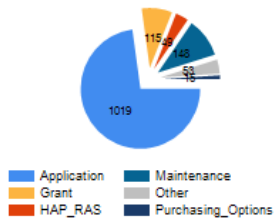
342
Housing Queries -
www.yourcouncil.ie

506
Logged by Customer -
www.yourcouncil.ie

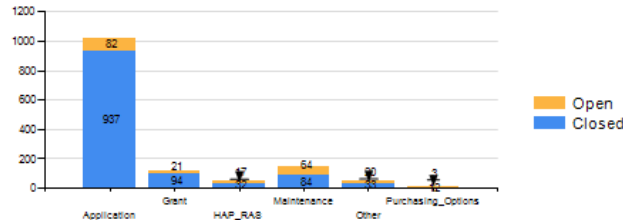
891
Logged by Staff through
DASH

196
Closed after Response
from Responsible Area

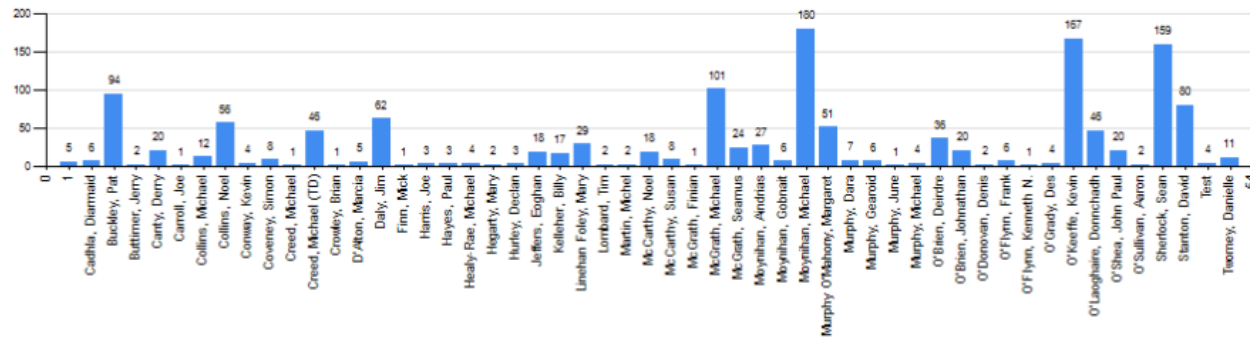
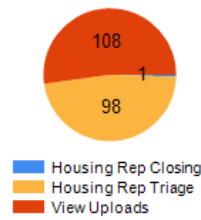
All Cases Logged



All Cases Logged



Open Cases by Stage



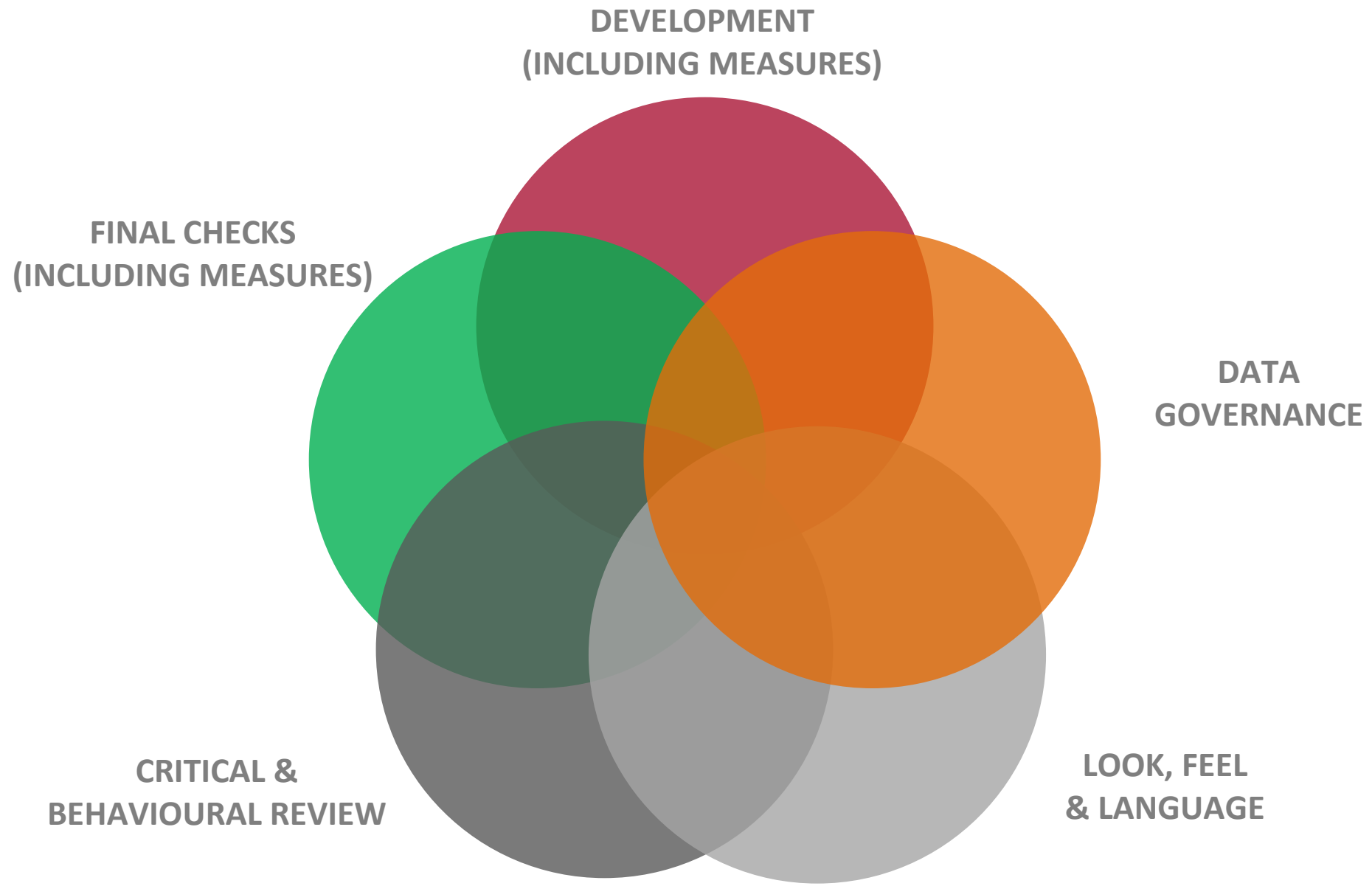
Start Date: 01/01/2017 End Date: 31/12/2017
Stage: View Uploads Issue: Application, Grant, HAP_RAS, Mainte
ie, Alan.Mor

County Council - Housing Representatives

Analysis by Stage 108- Report Run on 06/11/2017

ic Rep	Created Date	Applicant /Tenant	Issue	Details of Issue	Comments from Housing Policy	Days Open
lock, Sean	18/08/2017	Dolores O'Connor and John Hadnett 5 Sandfield Terrace, Mallow Cork	Application	A Chara, I would be very grateful for a status update on Mr Hadnett's housing application - Mr Hadnett applied to become a tenant on Ms. O'Connor's application. Kind Regards, Sen Sherlock TD	Aine, Can you please confirm if we received a housing application for Mr Hadnett's - Mr Hadnett applied to become a tenant on Ms. O'Connor's application. Thanks Norma	80
effe, Kevin	01/09/2017	Mr Patrick O'Driscoll 3 BACHELOR'S WALK FERMOY CO. CORK P61V085	Application	I would be very grateful if you would update me on Mr O'Driscoll's social housing application.	Aine, as Majella is on Annual leave can you have a look at this representation for me. Thanks Norma	66
ihan, Michael	06/09/2017	Reginald Abhrams 8 COIS ABHAMNI FREEHOUNT CO. CORK P56H928	Application	Please refer previous reps HSR2148902 Mr. Abraham has again contacted my office regarding a transfer from the property he is in to a similar property in Kanturk. He has some chronic medical issues and is unable to continue to live in the house in Freemount due to dampness. He has also advised that there are some serious Health & Safety Issues regarding the range in the house. I would be much obliged if you could review Mr. Abraham's Transfer Request in a sympathetic light given the above. Many thanks for your assistance in this matter and I look forward to hearing from you.	Aine, Can you please confirm if we have received a Transfer Application for Mr. Abraham. Thanks Norma.	61
effe, Kevin	11/09/2017	Mr John J Murphy 25 THE GREEN DUN EALA DUNTAHANE, FERMOY CO. CORK P61X215	Application	Mr Murphy is a housing applicant who refused the offer of tenancy of Ho 2 Farrahy Road, Kildorrery some weeks ago. I attach copy letter submitted to Cork County Council confirming his very genuine reasons for refusal. I would be very grateful if you would ensure and confirm that he remains on the housing list.	Aine, can you have a look at this representation and please respond. Thanks Norma	56
ihan, Michael	19/09/2017	James Healy 6 ASHBROOK DROMINA CO. CORK P56FP73	Application	James has been in touch with this office regarding his application for a Transfer to 6 Corney Ring Place, Dromina which is presently vacant. James advises me that he has recently returned the necessary documentation to your offices, and I would appreciate if you could update me on the progress of this matter at your convenience.	Aine, can you please confirm if we've received a transfer application from the above mentioned and status of same. Thanks Norma	48

Number of Cases Open 5

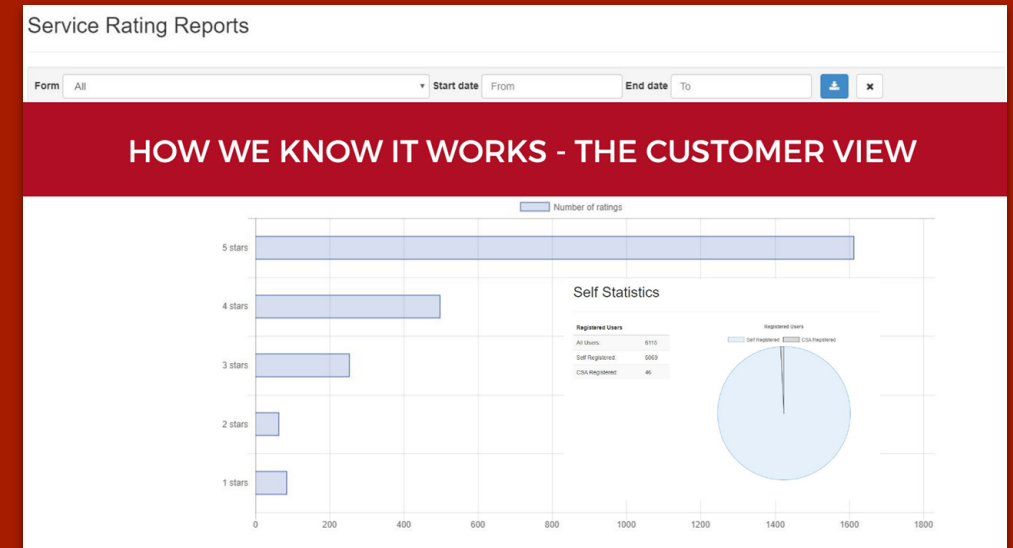
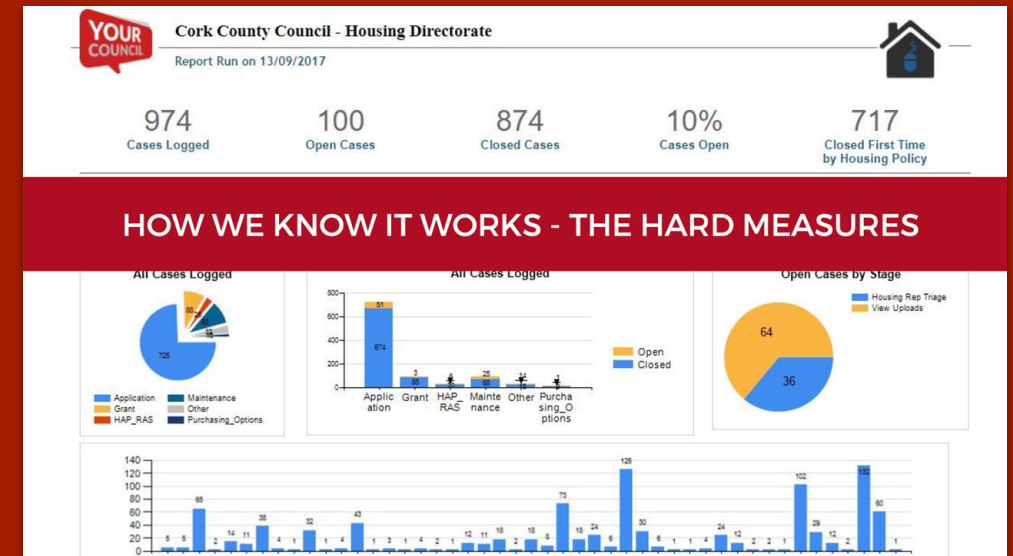


PROTOTYPE RELEASE PROCESS

We're now collecting and analysing data on what works

We can follow transactions by service users to continuously tweak our services and we are in control.

Data is our new material.



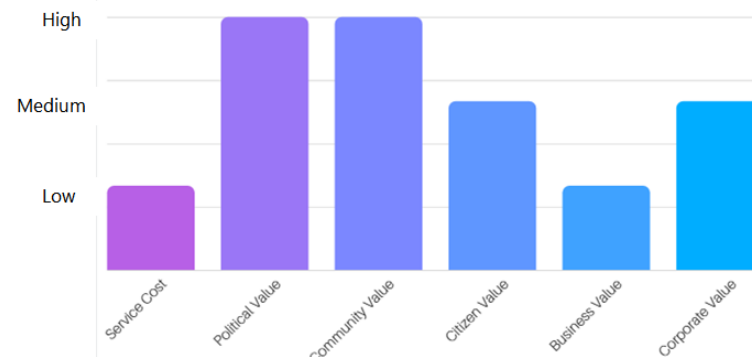
We're creating the business case to feed upstream

We're analysing our performance against Government digital standards, and producing reports contrasting service performance and position pre and post design.

Service Assessment Standards

Item	Standard	Service Compliance Pre-redesign	Service Compliance Post-redesign
1	Use of Service Design patterns – reusable standard components in the service e.g. registration of users, address finder etc	No	Yes
2	Ensure Data Privacy – use data security standards and data protection measures and ensure customers understand their rights in these areas	No	Yes
3	Service Standard Criteria and measures are possible	Partial	Yes
4	Acceptance criteria for the service are used in user testing	No	Yes
5	Risk Assessment for the service is carried out	NA	NA
6	Value for money is measurable in the service	Partial	Partial
7	Monitoring of the service is possible	Partial	Yes
8	Support is available for the service	No	Yes
9	User needs are built into the service	No	Yes
10	User research forms part of the design of the service	No	Yes
11	A multidisciplinary team reviews the service	Partial	Yes
12	An agile development process is used	No	Yes
13	Service development is iterative and can be reviewed	No	Yes
14	Open standards are used in the development process	No	Yes
15	Service is tested end to end	No	Yes
16	An offline process is possible	Yes	Yes
17	Minimise number of invalid service requests	Yes	Yes
18	Performance data is easily available	No	Yes
19	Management reporting is possible	Partial	Yes
20	Online service channel uptake is measurable	No	Yes
21	User satisfaction is measurable	No	Yes
22	Service cost per transaction is measurable	Partial	Yes
Total Compliance		3	21
Total Partial Compliance		6	1
Total Non-Compliance		13	0

Service Profile



NA	
Is there a priority scheme for dealing with Reps?	
Response templates are available. These are editable should staff wish to give additional information.	

NA	
The process is paper based, manual, P2P.	The online service offers a new channel choice for applicants and is available 24/7.
The paper, P2P based process is difficult to retrieve statistics and performance measures from	The online service will allow reporting on a range of measures relating to the service and will allow monitoring of its implementation across the county.

Total Corporate Soft Measures	23
Total Service Aligned	15
Total Service Partially Aligned	7
Total Service Not Aligned	1

Pre-redesign)	Service Statistics (Post-redesign)
10 *	
	<2 mins
% of Representations that are resolved by Housing Policy immediately	70%*

“

Demonstrate the citizen's impact back to them

Positive behaviour should be reinforced to keep citizens engaged and further their participation.

We conducted a pilot study with Cork County Council in Ireland. We noted that engaged citizens who received updates on the progress of their requests had a thirty percent more favourable opinion of their local government. Also they were almost twenty percent more likely to feel their personal potential impact on wider society. When providing feedback and demonstrating the impact of their contribution, we found citizens to hold a more positive assessment of their personal efficacy, even if their initiative was ultimately unsuccessful.

”

<http://www.frontend.com/engage>



We spoke with

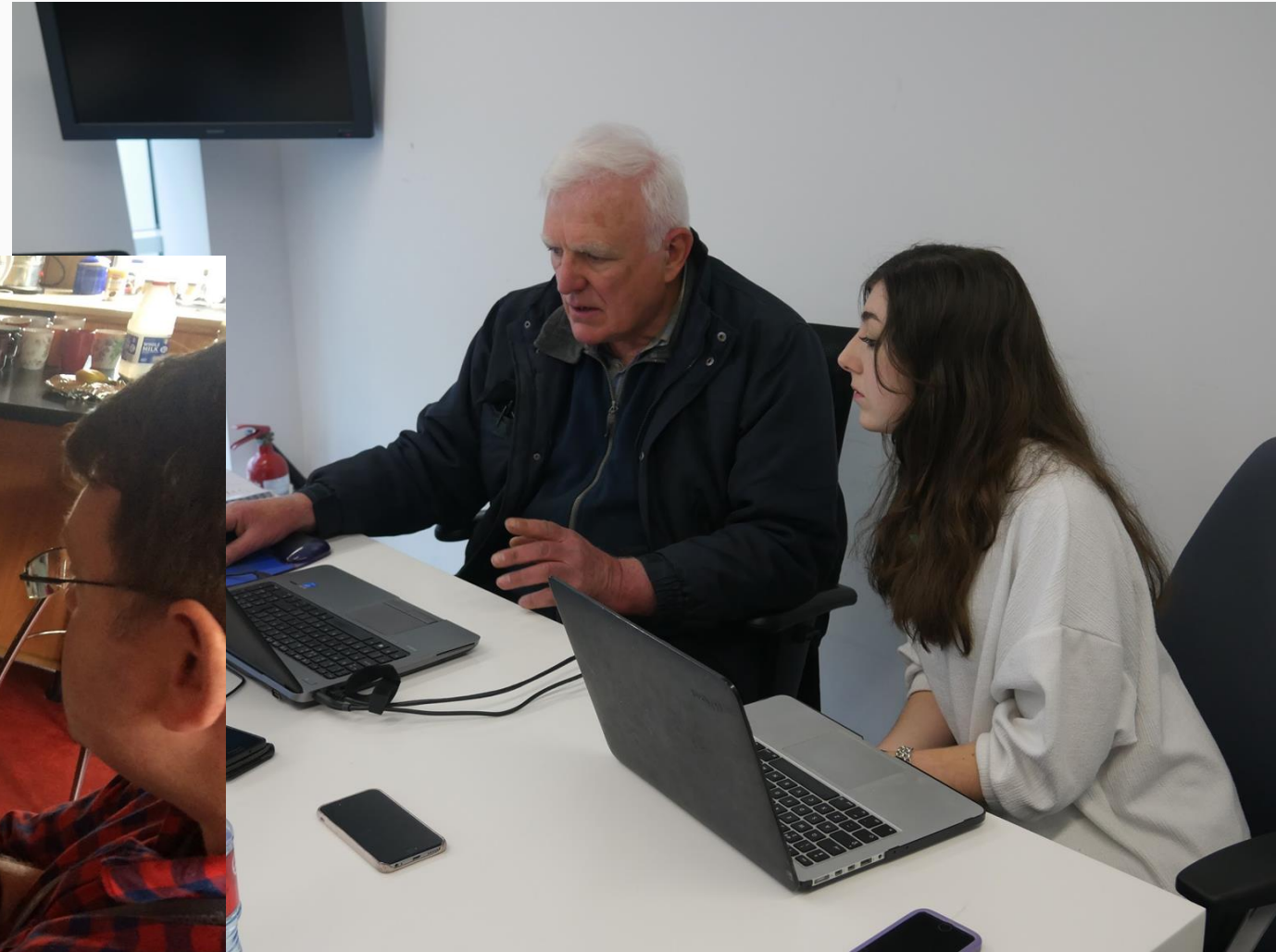
5 community groups – football club, tidy towns, youth group, parents association, community development group

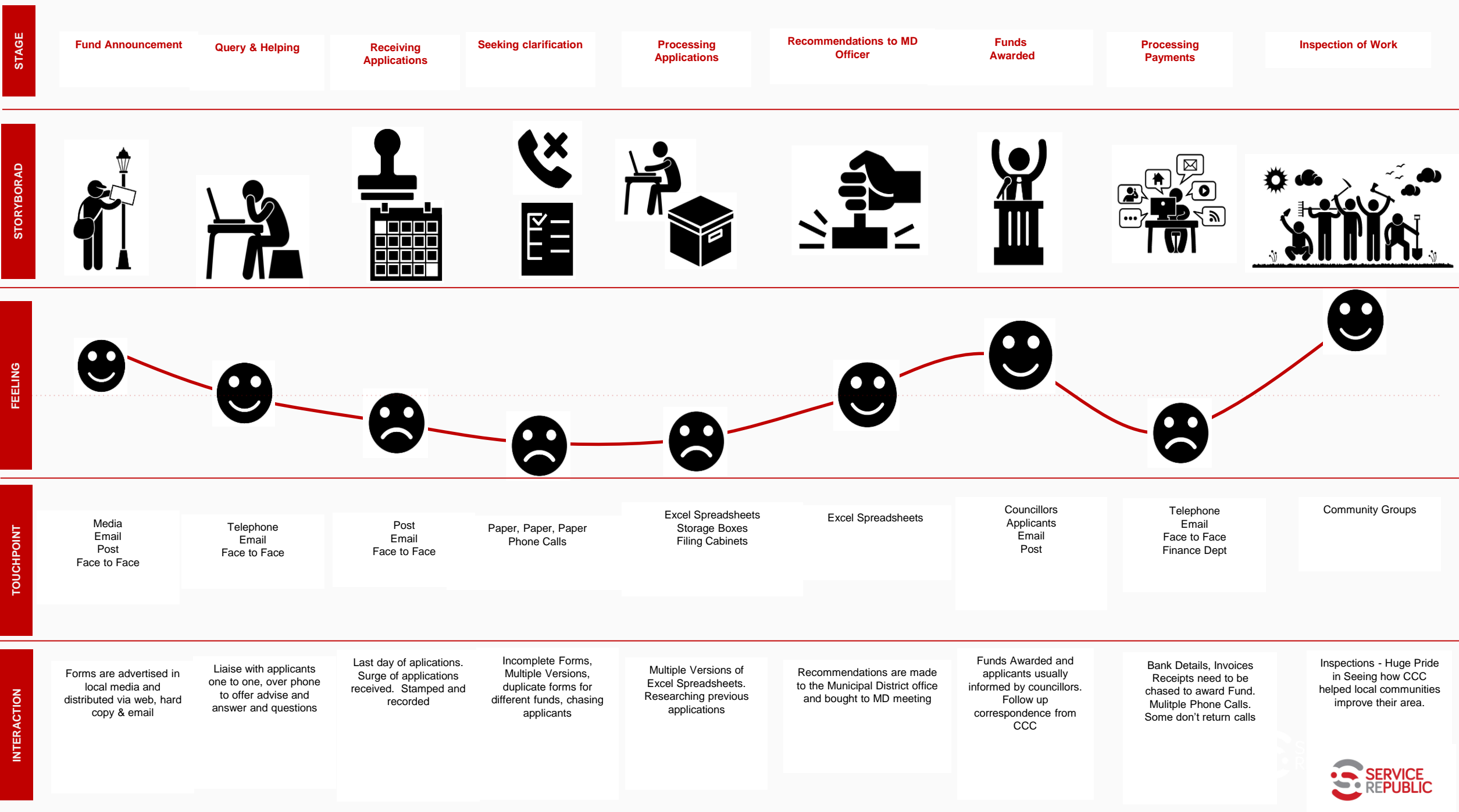
2 local councillors

3 Municipal Districts – Clerical & Admin Staff

1 Municipal District Officer

Personas





***“If you read the guidelines you’d be more confused,
it’s like a legal document”***

Staff and Public have difficulty with guidelines

Manual Process

Highly manual process within the front stage and backstage of the process. Different filing systems in each office.

Local Knowledge

Processing of the application involves a lot of local knowledge and awareness of projects and previous applications by council staff.

Policy & Procedures

Municipal Districts don't consult with each other as each MD has their own policy and procedures.



*“Everyone must get something
Keep everyone happy”*

*“Everyone gets something
Nobody gets what they’re looking for”*

Immediate benefits of online applications

SERVICE DESIGN – COMMUNITY FUND

Before

After

Applications stored in hardcopy files in each MD

Centralised location for all applications and information for all MDs

Processing of applications varies from MD to MD

Standard process and workflow implemented

Applicants can only submit paper applications

Applicants will submit their own applications online

Staff transcribe applications into local spreadsheets and systems in some MDs

Hardcopy applications can be transcribed into same system

No database of previous applications received

Historical DB of applications will be maintained

Large volumes of paper to be stored

Reduction in Paper Applications and related storage

Applicants sometimes get acknowledgements from some MDs but no updates on applications

Applicants will receive automatic acknowledgements and updates regarding status of applications

Difficult for staff to access info on current applications

Staff will know status of any application at a quick glance

No standard correspondence to applicants

Standard templates for responses to applicants

Very difficult to report on applications and fund allocations across the county

Corporate reporting for staff on the details of applications, applicants , funding requested and allocated

Designing Policy

Our Strategic Policy Committee (SPC) and Corporate Policy Group (CPG) have agreed to a new set of guidelines

CPG have agreed to a single application form

CPG have agreed to a set of standard criteria for assessing the fund that will applied in every Municipal District



***“It’s the same applicants each year.
We need to animate the smaller
communities.”***



***“It creates a lot of good will.
That’s worth its weight in gold.
We couldn’t function without it.”***



Building a Citizen-Centred Council
Customer Service Transformation



County wide opportunities
Design challenges and Opportunities



Co-designing new futures
Emergent societal needs



Re-designing and innovating
Council services



Brokering opportunities
around the **LECF**



Identifying needs and
innovations for the **future**



Delivered through the **CST**
across the Council



Developed with **partners** and
stakeholders across the County



Citizens at the heart of service
transformation



Citizens at the heart of service
transformation

