

(CCC) Technology

1. Does the Council Outsource its; Customer Service Phonenumber(s) and / or Website Maintenance inc Innovation and Development, outsourcing may include staffing and the actual telephone / computer system(s) used?
2. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?
3. What is the contract start and expiry date (if multiple contracts exist please specify for each)?
4. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?
5. What is the value of the contract on an annual basis (if multiple contracts exist, please specify for each)?
6. In the past 5 (five) years ie 2021, 2020, 2019, 2018, 2017 what was the Call Volume per year to the council's; General Enquiries / Housing Benefit / Housing Repair / Adult and Social Care, Phonelines (if different numbers or a total number if unable to separate by subject matter)?
7. In the past 5 (five) years ie 2021, 2020, 2019, 2018, 2017 what was the volume of website enquiries per year for each of the following subjects; General Enquiries / Housing Benefit / Housing Repairs / Adult and Social Care or a total number if unable to separate by subject matter?
8. Is the council currently and / or in the process of investing in future Technology to interact with its population in more efficient and accessible way(s) eg Mobile Phone Applications / System - Voice Recognition / Website platforms? If yes, what is the nature of the Technology and what is the £value of the investment?
9. Is the Council partnering / working with any other Local Authorities on developing and / or investing in Technology? If yes, please specify which Local Authority(s)?
10. Does the Council have a £% efficiency target for this financial year 2022/23, if yes please specify % and £value?
11. Does the Council own any housing stock?
12. If yes, please specify level / number of housing stock?

FOI Ref

10907

Response sent

07 Jun 2022

13. If the council's housing stock has been transferred, please specify the name of the charity or organisation the stock transferred to and the number of properties it transferred?

Response

1. Does the Council Outsource its; Customer Service Phonenumber(s) and / or Website Maintenance inc Innovation and Development, outsourcing may include staffing and the actual telephone / computer system(s) used?

- Customer Service centre is operated in house.
- Telephone solution is Content Guru Storm platform. Website maintenance is done internal by 3C Digital Team.
- Websites, no - this is carried internally by our own development team

2. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?

3. What is the contract start and expiry date (if multiple contracts exist please specify for each)?

4. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?

5. What is the value of the contract on an annual basis (if multiple contracts exist, please specify for each)?

For these questions 2,3,4 & 5, - information concerning contracts with the Council is already reasonably accessible to you via our website - please refer to the contract register held online here:

Payments to suppliers - Cambridge City Council

Procurement and contracts - Cambridge City Council

6. In the past 5 (five) years ie 2021, 2020, 2019, 2018, 2017 what was the Call Volume per year to the council's; General Enquiries / Housing Benefit / Housing Repair / Adult and Social Care, Phonelines (if different numbers or a total number if unable to separate by subject matter)?

Social Care – Not Held (Please contact Cambs County Council)

7. In the past 5 (five) years ie 2021, 2020, 2019, 2018, 2017 what was the volume of website enquiries per year for each of the following subjects; General Enquiries / Housing Benefit / Housing Repairs / Adult and Social Care or a total number if unable to separate by subject matter?

General Enquiries / Housing Benefit / Housing Repairs

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Social Care – Not Held (Please contact Cambs County Council)

8. Is the council currently and / or in the process of investing in future Technology to interact with its population in more efficient and accessible way(s) eg Mobile Phone Applications / System - Voice Recognition / Website platforms?

The Council has recently changed its Telephony Platform, which will allow Customer services to expand from the current Voice service to Web chat, social media, WhatsApp, Email, including automation/Voice Recognition etc if required

If yes, what is the nature of the Technology and what is the £value of the investment? – At this present time the council do not have any investment for future technology for interacting with the population.

9. Is the Council partnering / working with any other Local Authorities on developing and / or investing in Technology? If yes, please specify which Local Authority(s)?

Cambridge City Council shares an ICT service with Huntingdonshire District Council and South Cambridgeshire District Council, and therefore makes shares strategic Technology invests for best value.

10. Does the Council have a £% efficiency target for this financial year 2022/23, if yes please specify % and £value?

No Percent or financial figure yet for 22/23, but savings and efficiency are always being sought

11. Does the Council own any housing stock? Yes

12. If yes, please specify level / number of housing stock?

Cambridge City Council has 7249 properties in its housing stock

13. If the council's housing stock has been transferred, please specify the name of the charity or organisation the stock transferred to and the number of properties it transferred?

The Council has not transferred any of its housing stock

We aim to provide a high-quality service to you and hope that you are satisfied with this response. If you have any further questions, please do not hesitate to contact us.

Further queries on this matter should be directed to foi@cambridge.gov.uk