

# Addressing at the heart of a council's business

10<sup>th</sup> May 2018

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CITY OF  
WOLVERHAMPTON  
COUNCIL

Our mission:  
Working as one to  
serve our city

# Wolverhampton is a....



# Confident, Capable, City and Council

# A City Council...

Awarded the prestigious...

**Local Authority of the Year**

as well as...

- Excellence in Scrutiny and Governance
- Senior Leadership Team
- Most Improved Council

**Also commended in 'Impact and Learning in Children's Services' and highly commended in 'Commercialism in the Property Estate'**

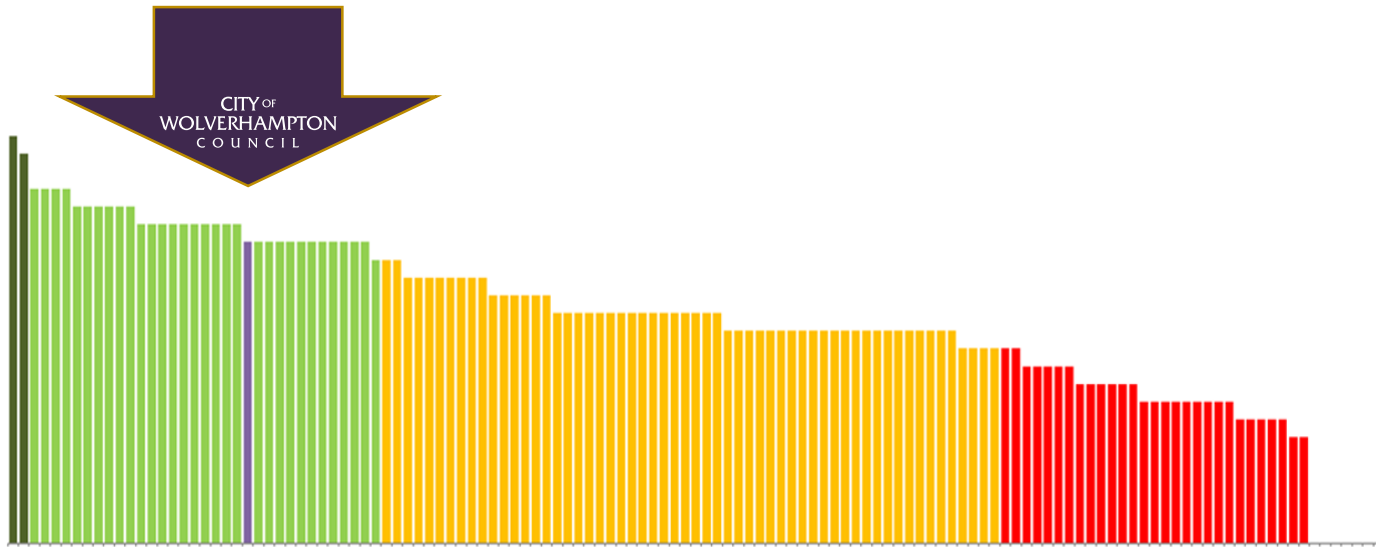


**ACHIEVEMENT  
AWARDS 2017**

**WINNERS THE MJ**

# OFSTED...

- ✓ The City of Wolverhampton ranks in the top 20% nationally
- ✓ Best in the West Midlands



Children's Services in the City of Wolverhampton judged "Good" by Ofsted

# New Market...



New multi-million-pound market opens mid 2018.

# New Leisure and Entertainment Complex & Railway Station



Work already started

**‘Using data to drive change, delivering improved decision making, efficiencies and performance across the business contributing to increased customer satisfaction’**

# The Vision...

## Employees...

‘Creating a Customer Centric Council’

‘To support a mobile, agile workforce, where employees are able to access the ICT systems and services they need, to work effectively from any location’

## Citizens...

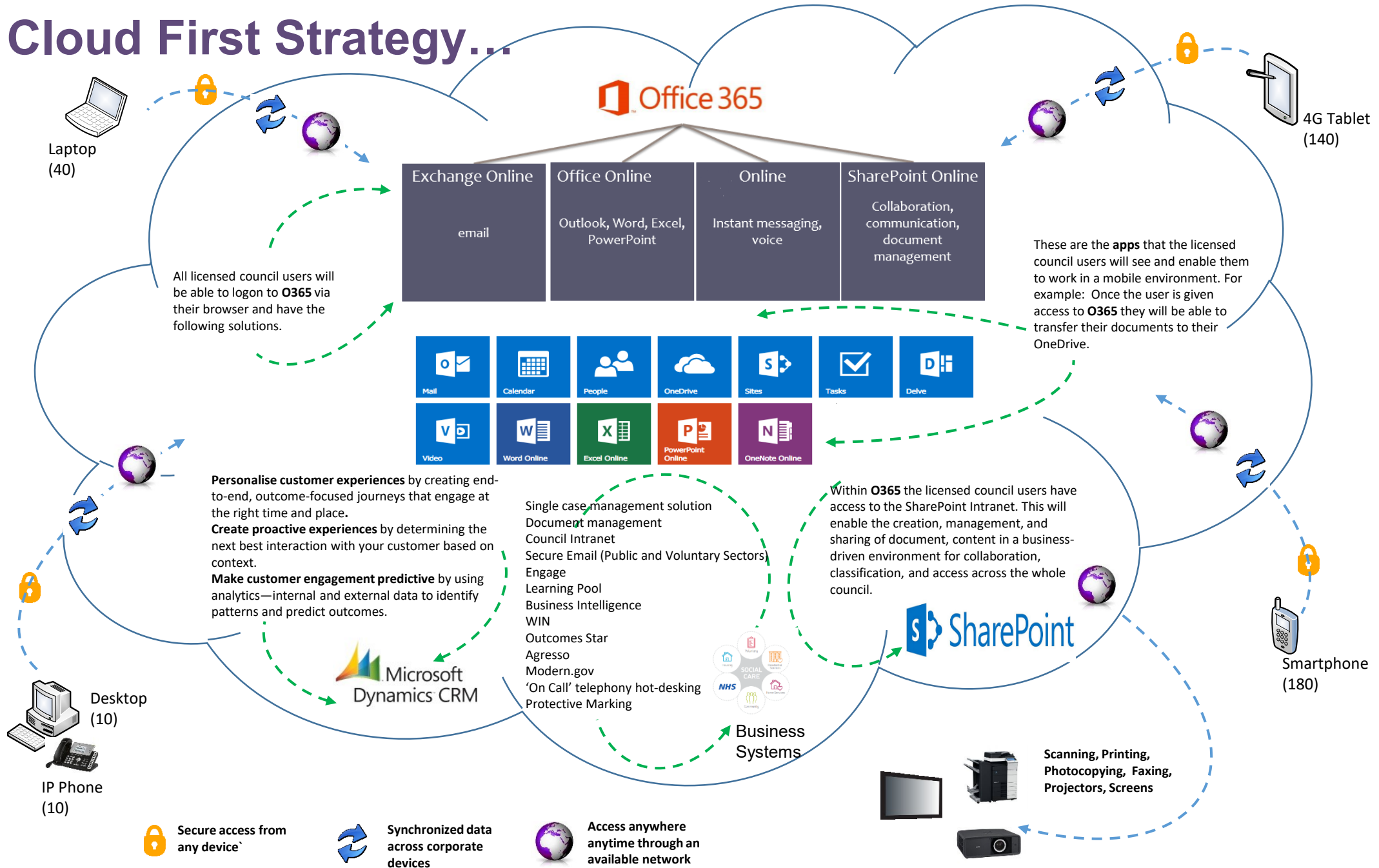
‘Providing the Amazon experience for the citizens’

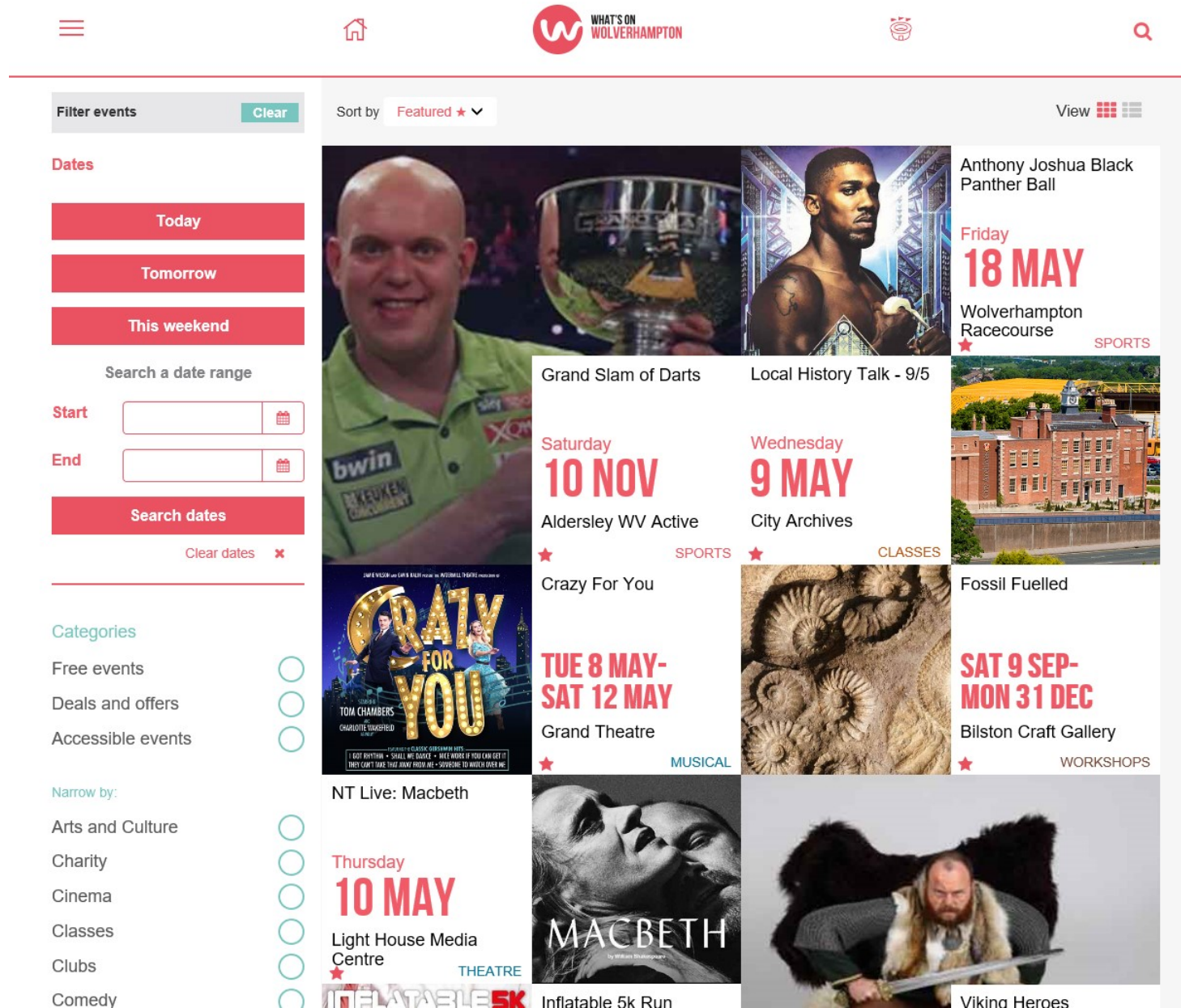
‘Transforming customer experiences’

‘Encouraging culture change, to use digital platforms’



# Cloud First Strategy...





The screenshot shows the homepage of the 'What's On Wolverhampton' website. At the top, there is a navigation bar with a hamburger menu, a home icon, the 'WHAT'S ON WOLVERHAMPTON' logo, a social media icon, and a search icon. Below the navigation bar, there are filter options: 'Filter events' with a 'Clear' button, 'Sort by' set to 'Featured', and 'View' options for grid and list views.

The main content area displays a grid of event cards. On the left side, there are filter sections for 'Dates' (Today, Tomorrow, This weekend) and 'Categories' (Free events, Deals and offers, Accessible events). Below these are 'Narrow by' filters for Arts and Culture, Charity, Cinema, Classes, Clubs, and Comedy.

Event cards include:

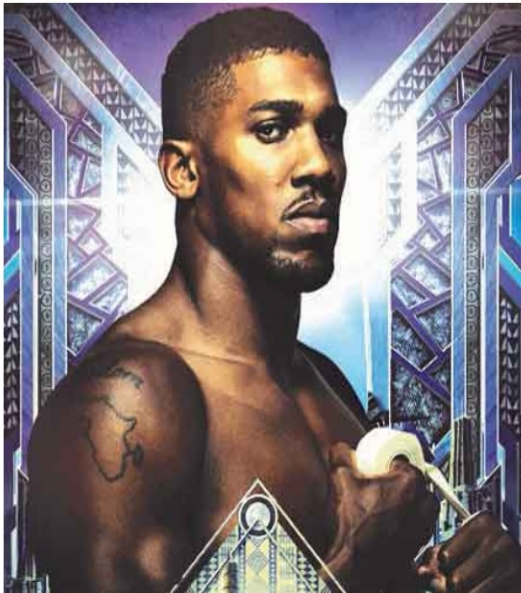
- Anthony Joshua Black Panther Ball**: Friday 18 MAY, Wolverhampton Racecourse, SPORTS.
- Grand Slam of Darts**: Saturday 10 NOV, Aldersley WV Active, SPORTS.
- Local History Talk - 9/5**: Wednesday 9 MAY, City Archives, CLASSES.
- Crazy For You**: TUE 8 MAY - SAT 12 MAY, Grand Theatre, MUSICAL.
- Fossil Fuelled**: SAT 9 SEP - MON 31 DEC, Bilston Craft Gallery, WORKSHOPS.
- NT Live: Macbeth**: Thursday 10 MAY, Light House Media Centre, THEATRE.
- Inflatable 5k Run**: (partially visible).
- Vikina Heroes**: (partially visible).



What's on / Events / Anthony Joshua Black Panther Ball

★ Featured Event

## Anthony Joshua Black Panther Ball



### Venue

Wolverhampton Racecourse

### Dates

18 May 2018

### Category

Sports

### Start Times

◀ Fri 18 May ▶

[Book >](#)

### Prices

Gold = £299  
Silver = £199  
Bronze = £99

### Venue Features

- Family friendly
- Food & drink
- Parking
- Holiday inn hotel
- Helipad
- Technology suite

An audience with Anthony Joshua Olympic Super Heavyweight and IBF Heavyweight World Champion. Anthony Joshua is visiting Wolverhampton for the first time ever! Join us in our Marvel's Black Panther setting as we recreate the atmosphere, style and ambience of the most advanced civilisation in the world, Wakanda. This special night with Anthony Joshua gives you the chance to meet and get close to the phenomenon of world boxing and listen to his

### What's nearby - useful information for your visit

### What's nearby - useful information for your visit

PARK	EAT & DRINK	STAY	GET HERE
<b>Car Parks</b>	<b>Open today until</b>	<b>Distance (Miles)</b>	<b>Map</b>
Faulkland Street	4am	1.12 m	
St Peters	4am	1.12 m	
Civic Centre	8pm(Closed Sunday)	1.17 m	
Broad Street	4am	1.20 m	
Whitmore Street	4am	1.20 m	

[Show More](#)

# So Far...

## Customer Platform

CRM 2016 online, upgraded to Dynamics 365

Customer Services consolidation and case management

Healthy Lifestyles Service enablement

'My Account' enabling 24/7/365 service availability

Enabling cashable savings from online services

## Business Intelligence

QlikView and QlikSense platforms

Human Resources (HR) dashboard for managers

Revenue and capital finance budget management dashboards

Customer Service performance dashboard

Stopping duplicate invoice payments

## Single View

MultiVue data matching platform

Collated three key customer data sources

Established Data Stewards team

160,000 cleansed customer 'golden' data records

Enabling detection of fraud (single person discount)

# What Next...

## Customer Platform

More digital services

Reduce unnecessary customer contact, automate mundane tasks, reduce the cost to serve

## Business Intelligence

More dashboards and insights

Informed and evidence based decision making

## Single View (Master Data Management)

More single views

Improve data quality, security and compliance

## Unified Communication

Adoption of online communication and collaboration tools

Enhancing mobile and agile working capability

## Web Optimisation

New web platform and website

Single 'front door' to all Council digital services

# 80,000+ celebrate Wolves promotion...

