

Croydon Digital Service COVID-19 response



Supporting the Delivery of COVID services for Residents and Businesses

- Set up a new COVID telephone hotline with out of hours support and a 24/7 redirect
- Created a form allowing residents to request to defer their council tax bill, with 640 residents using this to tell us about a change in their income.
- Created a new system for business grants applications to be applied, processed and reported on, with over 4000 businesses contacted.
- Created a form for businesses to submit COVID related queries and help requests which has seen 930 requests.
- Created a new Personal Protective Equipment (PPE) order form to order PPE for key staff and social care providers
- Created a form for financial aid to local businesses which has received 473 enquiries.
- Set up a bespoke email and phone number for enquiries from schools
- And we have just started working on:
 - The possibility of web streaming funerals
 - Scoping the acceleration of digital inclusion work for vulnerable residents, including those in care and care homes

Keeping our residents and businesses informed

- Keeping the website updated with the latest information, including the creation of a [Coronavirus information page](#) which has had over 49,772 visits, and includes service status updates.
- Set up the diversion of Library phone lines
- Updated our Local Offer SEND website to provide COVID related information for parent and carers
- Stopped the appointment booking application process for new Planning appointments and updated the webpage to reflect this
- Accelerated the rollout of the [new Rubbish and Recycling webpages](#), and included information about services during the COVID period to help reduce demand into the contact centre

Support for the voluntary sector, suppliers and partners

- Supporting Croydon Voluntary Action to get more laptops to redeploy staff
- Enabling the Commissioning & Procurement Team to send 4500 emails to suppliers at short notice
- Installed wifi coverage for 6 Local Authority managed care homes
- Set up secure SharePoint file sharing with the Voluntary Sector
- Undertaking an installation of 4G cells at identified spots near Croydon University Hospital
- Currently developing a new system for COVID testing and referrals for staff and partners

Moving meetings online

- 2341 Teams meetings held online
- [Held first virtual public Council Meeting using Microsoft Teams](#). 92 members of the public plus a number of anonymous attendees joined through Teams in addition to those watching via the live webstream.
- CALAT holding virtual lessons for pupils on 255 courses
- Held virtual job interviews
- Enabled 3-way calling for the Translation Service (between the resident, translator & officer)
- Using Microsoft Teams for a secure multi-agency panel by issuing enhanced licences
- Supporting delivery of a series of live staff webinars with Q&A from the Chief Executive, with 900 staff taking part in the first two sessions via Microsoft Teams.

Supporting our business continuity

- Developed a situation reporting tool providing dashboards on service status
- Supporting the redeployment of staff to critical services through assigning of relevant software, licences and permissions at short notice.
- Supporting the set up of an area to hold information and training material for staff redeployed to the contact centre
- Delivering system training for redeployed staff to social care services
- Changed the wording for the IVR so residents are better directed when calling into the Contact Centre

Supporting remote ways of working

- Rollout of Microsoft Teams to staff and Members, with over 4200 active users and 377 external users using shared Teams channels.
- Training and support mobilised on Microsoft Teams to include user-guides, live training webinars attended by 498 staff to date, Q&A, Member support and tech support.
- Put in place guidance for the use of third party tools and implemented a process for procuring through a central route to ensure these were on an exception basis only and controlled centralised spend.
- Preparing staff for lockdown and remote working through:
 - Distribution of headsets, reminders on taking equipment home, and making note of all passwords etc
 - Reviewed policies temporarily on items such as provision of smart phones and internet dongles for staff where required
 - Auto extending O365 passwords for all staff to reduce the need for connection to the corporate network
 - Ensuring multiple telephony requirements were met
 - Maintaining the remote network capacity
- Implemented Hi-mail for remote printing for the Revs & Bens service
- Supported the delivery of an online COVID-19 training course for staff through our eLearning portal
- Worked with our internal comms team to create an area on the intranet for all things tech related needed for remote working which has had over 1700 views and thousands more views on individual technology news items created by the team.