

North Yorkshire County Council
Corporate and Partnerships Overview and Scrutiny Committee
11 December 2017

PARISH PORTAL – 100 DAY REPORT

BACKGROUND

There are 731 Parish Councils in North Yorkshire, of which the total number of inactive councils is unknown. Engagement sessions were held with Parish Councils who actively assisted with the design of the Portal and the Portal went 'live' on 17 June 2017.

WHAT HAS GONE WELL

A total of 320 accounts have been registered and requests for accounts are being received on a daily basis (see Appendix 1 for parishes who have registered to use the portal – 251 total). The target is 355 (50%) by the end of January 2018 and we have a full year of communications planned to continue to encourage Parishes to register.

A total of 329 Service requests have been received since the launch. The launch was over the summer period when activity from Parishes is low. Volumes are expected to increase over the winter period. The target for activity is 11,000 service requests annually on-going.

The parish portal includes functionality which allows the parish portal to access updates added by Highway Officers rather than the system generated updates in the customer portal.

Positive feedback has been received from Parish Councils who are using it. Feedback has been encouraged through the design process. Post launch Parishes registering for the portal have been encouraged to provide on-going feedback to help the design team to continually improve the look, feel and functionality of the portal.

Presentations have been given to a variety of Parish Councils which have then resulted in an immediate increase in the numbers of requests for accounts. An example would be following a presentation to Ryedale Parish Councils, the next day 22 requests were received for accounts.

WHERE WE COULD IMPROVE

There is a need to clearly define the difference between the Customer Portal, and the Parish Portal. This is causing some confusion with queries being received from Parishes on why they did not get the 'real' updates from Highways but instead received a system generated update.

During the development the decision was taken to brand the Parish Portal differently to prevent confusion but this still seems to be happening and so requires further investigation/action. On-going engagement and familiarisation with the portal by parishes should see this reduce over time.

We could increase the list of services that can be requested via the Portal to make the portal more attractive to Parishes. Currently we have 5 highway services in the portal. As an organisation we need to work with Parishes to understand what other services they would like to see accessed in the portal and work with services area's to deliver these.

BENEFITS REALISED

The Parish Portal provides a better experience for the Parish, allowing for more self-reliance. Some of the feedback received includes:

- Very easy to use
- I was really surprised at how quickly my report was dealt with this has never happened before
- It's very simple to use and to be honest I don't think I was expecting that
- I was confused by the email I received telling me my request was resolved as I could not work out which case it related to, can the reference number not be included in the email
- I really like that we can see what has been reported on the map, this has saved me reporting things twice.

The initial estimate of Officer time savings (based on 50% take up) is 2,400 hours staff time per year. This equates to 1.4fte of staff time. This saving splits out across:

- Area Business Support Teams - 1,130 hours per year (0.66fte)
- Highway Customer Communication Officers (HCCO's) and Highway Officers across the areas – 1,244 hours per year (0.74 fte).

This is on the basis that Parishes will log 8,165 defects per year through the portal and that HCCOs will deal with 1,285 fewer parish emails per year.

	Per work day	Per week	Per year
Defects reported	31	157	8,165
Fewer parish emails	5	25	1,285
Hours of staff time saved	9	45	2,400

Every defect logged through the portal is expected to save 17 ½ minutes of staff time. If we get less or more than 50% of parishes actively using the system, then these figures reduce or increase on a pro-rata basis. What we have saved based on the volume we have received so far £2,500.

The Parish portal has been short listed for an innovation award internally and we have also received LGA funding to develop further the “user experience” testing that was used to involve Parishes in the design process.

NEXT STEPS

The following have been identified as the next steps:

- More engagement with Parishes
- Extend the number of services available through the Parish Portal based on Feedback from Parishes
- Review Parish feedback and continually refine the product
- Work with Member to understand how they can benefit from the information in the Parish Portal and the Customer Portal to understand reported and resolved issues in each member's area.
- Work with Members to increase the number of Parishes registered and the number of service requests received through the portal.

Sarah Foley

Customer Service Centre Manager/ Customer Programme Manager

North Yorkshire County Council

30 November 2017

Parishes who have registered to use the portal

Parish name

Baldersby & Baldersby St James Parish Council
Airton Parish Meeting
Aislaby Parish Council
Allerston and Wilton Parish Council
Allerton Mauleverer with Hopperton Parish Meeting
Amotherby Parish Council
Ampleforth Parish Council
Appleton Le Moors Parish Council
Appleton Roebuck and Acaster Selby PC.
Appleton Wiske Parish Council
Arkengarthdale PC
Austwick Parish Council
Azerley Parish Council
Bagby & Balk Parish Council
Balne Parish Council
Barkston Ash Parish Council
Barlow Parish Council
BEAL PARISH COUNCIL
Beamsley Parish Meeting
Bedale Town Council
Bellerby Parish Council
Beningbrough Parish Meeting
Bentham Town Council
Bewerley Parish Council
Bilbrough Parish Council
Bilsdale Midcable Parish Council
Bilton in Ainsty with Bickerton Parish Council
Birstwith Parish Council
Bishop Monkton Parish Council
Bishop Thornton and Warsill Parish Council
Boroughbridge Town Council
Bradley Parish Council
Brandsby cum Stearsby Parish Council
Brayton Parish Council
Brompton By Sawdon Parish Council
Brompton-on-Swale Parish Council
Brotherton Parish Council
Broughton Parish Meeting
Buckden Parish Council
Burn Parish Council
BURNISTON PARISH COUNCIL
Burton in Lonsdale Parish Council

Burton Salmon Parish Council
Burton-cum-Walden Parish Council
Camblesforth Parish Council
Carleton-in-Craven Parish Council
Carlton in Cleveland Parish Council
Carlton Parish Council
Carlton Town Parish Council
Catterick Parish Council
Church Fenton Parish Council
Clapham cum Newby Parish Council
Claxton & Sand Hutton Parish Council
Cliffe Parish Council
Cloughton Parish Council
Colburn Town Council
Cononley parish
Cowling Parish Council
Cracoe Parish Meeting
Crakehall with Langthorne Parish Council
Crayke Parish Council
Dacre Parish Council
Dalton on Tees Parish Council
Dalton Parish Council
Danby Group Parish Council
Danby Wiske with Lazenby Parish Council
Darley and Menwith Parish Council
Dishforth Parish Council
Draughton Parish Council
Dunsforths' Parish Meeting
East and West Layton and Carkin Parish Council
East Harlsey Parish Council
Eastfield Town Council
Eberston with Yedingham Parish Council
Eggborough Parish Council
Embsay with Eastby Parish Council
Escrick Parish Council
Eskdaleside cum Uggelbarnby
Exelby, Leeming & Londonderry PC
Fairburn Parish Council
Farlington Parish Committee
Ferrensby Parish Meeting
Filey Town Council
Flaxton Parish Council
Folkton Parish Council
Foston & Thornton-le-Clay Parish Council
Fylingdales Parish Council
Gargrave Parish Council
Gateforth Parish Council

Goldsborough & Flaxby Parish Council
Grantley, Sawley, Skelding & Eavestone Parish Council
Grassington Parish Council
Great and Little Barugh Parish Council
Great Ayton Parish Council
Great Broughton Parish Council
Great Langton Parish Meeting
Grewelthorpe Parish council
Grinton & Ellerton Abbey Parish Council
Grosmont Parish Council
Hackness & Harwood Dale Group Parish Council
Harmby Parish Council
HAWES & HIGH ABBOTSID PARISH COUNCIL
Hawsker cum Stainsacre Parish Council
Hebden Parish Council
Helmsley Town Council
Hetton cum Bordley Parish Meeting
Hinderwell Parish Council
Hipswell Parish Council
Horton in Ribblesdale Parish Council
Hovingham with Scackleton Parish Council
Hudswell & District Parish Council
Hunsingore Walshford & Cattal
Hunsingore, Walshford and Cattal Parish Council
Hunton Parish Council
Hustwaite Parish Council
Ingleby Arncliffe Parish Council
INGLEBYGREENHOWPARISHCOUNCIL
INGLETON PARISH COUNCIL
Irton Parish Council
Kelfield Parish Council
KILLINGHALL PARISH COUNCIL
Kirby Hill and District Parish Council
Kirk Deighton Parish Council
Kirk Hammerton Parish Council
Kirk Smeaton Parish Council
Kirkby Fleetham with Fencotes Parish Council
Kirkby Malham Parish Council
Kirkby Malzeard, Laverton and Dallowgill
Kirkymoorside Town Council
Knaresborough Town Council
Knayton cum Brawith Parish Council
Langcliffe Parish Council
Langthorpe Parish Council
Lastingham parish
Lawkland Parish Meeting
Leavening Parish Council

Levisham Parish Meeting
Little Ouseburn Grouped PC
Littlethorpe Parish Council
Long Drax Parish Council
Long Marston Parish Council
Long Preston Parish Council
Lothersdale Parish Council
Lower Washburn Parish Council
Luttons Parish Council
Lythe Parish Council
Malton Town Council
Manfield with Cliffe Parish Council
Marske and New Forest Parish Council
Marton-cum-Grafton Parish Council
Martons Both Parish Meeting
Masham Parish Council
Melbecks Parish Council
Melmerby Parish Meeting
Melsonby Parish Council
Mickleby Group Parish Council
MID WHARFEDALE PARISH COUNCIL
Middleham Town Council
Middleton Tyas Parish Council
Morton-on-Swale Parish Council
Moulton Parish Meeting
Muker Parish Council
NAWTON PARISH COUNCIL
Nether Siltan, Over Siltan, Kepwick & Landmoth cum Catto Parish Council
Newby & Scalby Parish Council
Newholm-cum-Dunsley Parish Council
Newland Parish Council
North Cowton Parish Council
North Duffield Parish Council
North Stainley with Sleningford Parish Council
Northallerton Town Council
Nun Monkton Parish Council
Nunnington
Occaney Parish
Osgodby Parish Council
Osmotherley Area Parish council
Pannal and Burn Bridge Parish Council
Pateley Bridge Town Council
Pickering Town Council
Preston under Scar Parish Council
Rainton Parish Council
Raskelf Parish Council
Reeth Parish Council

Reighton and Speeton Parish Council
RICCALL PARISH COUNCIL
Ripley Parish Council
Roecliffe & Westwick Parish Council
Romanby Parish Council
Roxby Group PC
Rudby Parish Council
Ryther Parish Council
Sandhutton Parish Council
Scagglethorpe Parish Council
Scorton Parish Council
Scosthrop Parish Meeting
Scriven Parish Council
Seamer Parish Council
Selby Town Council
Settrington Parish Council
Sharow Parish Council
Sherburn in Elmet Parish Council
Sheriff Hutton Parish Council
Sinnington Parish Council
Skeeby Parish Council
Skelton cum Newby Parish Council
Skipton Town Council
Snape with Thorp Parish Council
South Kilvington Parish Council
South Milford Parish Council
Sowerby Parish Council
Spaunton Parish Meeting
Spennithorne Parish Meeting
Sproxton Meeting
STAINFORTH PARISH COUNCIL
Staintondale Parish Council
Staveley and Copgrove Parish Council
Stillington Parish Council
StirtonWithThorlby
Stonegrave Parish
Stutton cum Hazlewood Parish Council
Stutton Parish Council
Sutton in Craven Parish
Swinton Parish Council
Tadcaster Town Council
Tanfield Parish Council
Thirkleby High & Low with Osgodby Parish Council
Thirlby Parish Meeting
Tholthorpe Parish Meeting
Thornton in Craven Parish Council
Thornton in Lonsdale Parish Council

Thornton le Beans Parish Council
Thornton le Dale Parish Council
Thorpe Willoughby Parish Council
Threshfield Parish Council
Thruscross parish meeting
Tockwith with Wilstrop Parish Council
Topcliffe Parish Council
Upper Nidderdale Parish Council
Warlaby Parish Meeting
Washburn Parish Council
Wath and Norton Conyers Parish Council
Weaverthorpe Parish Council
Welburn Paris Council
Well Parish Council
West Ayton Parish Council
West Witton Parish Council
Westow Parish Council
Whixley Parish Council
Wighill Parish Council
Wistow parish council