

HACT Digital

Digibite – a bite-sized review of your digital process

How your organisation can benefit

Halton Housing and HACT have formed HACT Digital, a partnership to combine the strengths and knowledge of both organisations.

We can help provide organisations with in-depth knowledge of how real life implementation works coupled with a wider understanding based on the experiences of many other organisations.

We can help you develop your digital offer depending on your circumstances and current state of digital maturity.

Options include:

- preliminary **planning**;
- **business case** development and evaluation;
- assistance with **procuring** technical solutions;
- **implementing change**; and
- ensuring that you achieve significant **cost savings** and improvements in **customer service** metrics.





April '17

In line with our **Digital First strategy**, we've developed a customer app, website portal, community TV & games console channel, plus mobile working. Our aim is to have **90% of customer led transactions online** by 2018

1 in 2
of all contacts are now made using digital channels

99%
of rent balance enquiries are now made digitally

65%
of households have accessed services digitally in the last year

16 modules for mobile working used by over 100 frontline staff, **saving 30-45 minutes per visit**



Incoming calls to the Customer Service Team have fallen by **67%** and outgoing calls by **60%**



30%
of repairs are now requested digitally and **63%** of ASB cases raised

Satisfaction with online services runs at

93%

83.6%

of customer transactions are now via digital channels



Digibite can show you what following a similar digital transformation to Halton's could mean for your organisation. Using a wide range of metrics and softer measures we can show the results you could expect to achieve. This will include not only the potential changes you might expect, such as call volumes, but also the changes in staff skills and roles and the impact on accommodation and costs.

The review has been developed to be a quick and straightforward process. We will prepare a report showing what your potential digital profile could be and highlight what next steps you should take.

We believe that understanding what your organisation could achieve is the first key step in digital transformation and in motivating senior managers and the Board to embrace the process.

**For more information about HACT Digital:
Frances Hipple, HACT,
frances.hipple@hact.org.uk, 07769 194 416**

**Carole Galsworthy, Halton,
carole.galsworthy@haltonhousing.org, 07747 007 719**

www.hact.org.uk/hact-digital