

Digital Team Developments

A large and growing internal technology estate

1,700 staff

With the IT department providing them with laptops, Office 365, network, and telephony



2,500
tech support requests

raised by council employees per month

Growing demand for online services and ability to self-serve

149,577
residents



In 2020, there were 149,577k residents in the Slough postcode area with over 109k being over 16 years of age.



Over 9,000
citizen accounts registered to date

Enabling residents to apply for jobs, report missed bins, log faults with streetlights and get notifications of progress of their reports

30+ business intelligence dashboards

Council departments have access to over 30 dashboards, including telephone stats, call waiting times, Google analytics and case management (CRM).

These dashboards are used for monitoring and performance



163,000

visitors to the council's website every month



396,000

Unique Pageviews page views

66% via mobile or tablet devices

134
online forms



Enabling residents to self-serve, saving the Council money, and making it easy for residents to communicate with us.

Over 8000 forms
submitted per month



60+ line of business applications

powering the council's activities from council tax collection to case management via JADU CXM.

Each system needing maintenance, support, frequent upgrades, and regular replacement

Live Council Website Forms:

1	Service satisfaction survey	24	Customer access cancel appointment	47	Community centres for hire enquiry
2	Graffiti removal	25	Customer access cancel block booking	48	Adult social care complaints
3	Domestic abuse referral	26	Customer access reschedule appointment	49	Adult social care feedback
4	Report a road spillage	27	Contact us	50	Alternative resolutions
5	Report litter or a problem with a litter bin	28	Driver licence application	51	Community learning and skills service feedback
6	Allotment request	29	Vehicle licence application	52	Housing service repairs request
7	Building regulations submission	30	Better by newsletter sign up	53	Charitable discretionary rate relief
8	PPE request	31	Property buy back enquiry	54	Neighbourhood services complaints and comments
9	Customer access block book calendar	32	Report council fraud	55	Report an alleged breach of planning control
10	Report a COVID-19 related issue	33	Change of vehicle	56	Slough SENDIASS user evaluation
11	Customer access book an appointment	34	Private tenant service request	57	Update Business rates contact details
12	Report a highways issue	35	Parks and play areas faults	58	Slough local offer feedback
13	Active Slough registration request	36	Report an abandoned vehicle	59	Council tax refund application for executors
14	Fob request	37	Report dog-related issues	60	Garage application
15	Learning and development training application	38	Report electoral fraud	61	Members code of conduct complaint
16	Libraries volunteer application	39	Self and custom build registration	62	Council tax exemption
17	Outbuildings adapted for human habitation	40	Slough Youth award nomination	63	Housing benefit - Landlord application for payment by BACS
18	Report missed bin collection	41	Report a street cleaning issue	64	Bulky waste collection discount qualification
19	Adult social care general enquiry	42	Staff whistleblowing form	65	Housing benefit or Council tax support review entitlement
20	Council tax enquiry	43	Job application	66	Report antisocial behaviour
21	Council tax refund application	44	Staff car details form	67	Report a statutory nuisance
22	Council tax single person discount review	45	Social care personal assistant application	68	School admissions late application
23	Housing Direct Debit application	46	Child entertainment and performance licence	69	Housing benefit - Claimant application for payment by BACS

70	Insurance claims	87	Housing benefit - Request from landlord to be paid direct	104	School admissions Part B in-year application
71	School admissions appeal	88	Report flytipping, flyposting or flyboarding	105	Environmental enquiries - Customer set up
72	School admissions change a place application	89	Report a food problem	106	General enquiry
73	School Governor volunteers application	90	Leaseholder enquiry	107	Freedom of Information request
74	Vehicular access application	91	Benefits change of circumstances	108	Corporate complaints
75	Food business registration	92	Report faulty street lighting furniture	109	SBC website content update form
76	Customer feedback	93	School admissions enquiry	110	SBCinsite feedback form
77	Staff ID badge application	94	Free school meals - eligibility outcome	111	Provide additional information for a Council tax support or Housing benefit appeal
78	Staff PPE stock update form	95	Partially unoccupied relief	112	Provide additional information for a Council tax support or Housing benefit reconsideration request
79	Staff parking permit Hatfield application	96	Community trigger form	113	Housing benefits overpayments - Income and expenditure
80	IT work request	97	Follow up a Council tax support or Housing benefit decision	114	Concessionary bus pass application for the elderly and disabled
81	Building control - upload documentation	98	CTS/HB SoR, reconsideration or appeal - send letter	115	Bulky waste collection
82	Report dog fouling	99	Concessionary bus pass reschedule appointment	116	Concessionary bus pass cancel appointment
83	Free school meals application	100	Pavement licence application	117	Tenancy termination
84	Building control - make a payment	101	Council tax enquiry v2	118	Housing benefit - Change of address
85	Household support fund application	102	Council tax single person discount	119	Housing benefit - Self employed income
86	Electric vehicle charging points survey	103	Registrars feedback	120	Housing benefit - Request from tenant to pay landlord