

## Appendix 2: Candidate Processes for Discovery and Mapping

### Externally facing processes with call demand data:

| Demand Reason                                                                                                                                    | Service Patterns                         | Total Telephony Demand 2023-24 |
|--------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|--------------------------------|
| Homelessness applications and processing                                                                                                         | Request It                               | 6,833                          |
| Household Waste Recycling Centre bookings, cancellations, amendments                                                                             | Book It                                  | 2,934                          |
| I need to make a payment<br>Includes truancy fines (1,522 calls) and social care (1,258 calls)                                                   | Pay for it                               | 2,780                          |
| Resident requesting a new bin                                                                                                                    | Request It                               | 2,540                          |
| Reporting a missed bin collection<br>Includes household waste, recycling, and organic                                                            | Report It                                | 2,300                          |
| Apply for a place on a school bus, including payment and waiting lists                                                                           | Apply for it<br>Pay for it               | 2,205                          |
| Reporting fly-tipping<br>Includes hazardous waste                                                                                                | Report It<br>View It                     | 2,037                          |
| Requesting recycling bags<br>Includes reusable and disposable                                                                                    | Request It                               | 1,480                          |
| Private sector housing enquiries, including inspections, house of multi occupancy, and disrepair                                                 | Report It                                | 1,217                          |
| Reporting a street that needs cleaning, including litter, broken glass, dead animals, full/damaged litter and dog bins, and dog fouling          | Report It                                | 1,107                          |
| Disabled bay enquiry, including application, repainting, and removal                                                                             | Apply for it<br>Pay for it<br>Request it | 824                            |
| Reporting an issue with a tree, including general maintenance, and fallen trees or branches                                                      | Report It                                | 746                            |
| I need a replacement<br>Includes blue badges and bus passes                                                                                      | Request it<br>Pay for it                 | 588                            |
| Report a highways maintenance issue<br>Includes Potholes, obstructions, oil spills and Insurance Claims if needed.                               | Report It                                | 501                            |
| Book swimming lessons<br>Includes re enrolment, payment and waiting lists                                                                        | Apply for it<br>Pay for it               | 472                            |
| I want to report an issue with a greenspace<br>Includes grass cutting, tree maintenance, faulty play equipment, litter, damaged/full litter bins | Report It                                | 414                            |
| Reporting a problem with untidy land, including an overgrown garden or rubbish in a garden                                                       | Report It                                | 411                            |
| Report an issue with a dog<br>Includes missing, Stray and Dangerous dogs                                                                         | Report It                                | 398                            |
| Report an abandoned vehicle                                                                                                                      | Report It                                | 374                            |
| Report a problem with noise, including loud music, construction noise and dogs barking                                                           | Report It                                | 311                            |
| Report an illegally parked vehicle                                                                                                               | Report It                                | 210                            |
| Report an unauthorised encampment                                                                                                                | Report It                                | 100                            |
| Reporting bins put out too early                                                                                                                 | Report It                                | 98                             |
| Apply for help putting my rubbish out<br>Includes all types of waste                                                                             | Apply for it                             | 82                             |
| Reporting flyposting, such as posters put up without permission                                                                                  | Report It                                | 45                             |
| Reporting graffiti, including offensive, on public or private land                                                                               | Report It                                | 24                             |
| Report full recycling point                                                                                                                      | Report It                                | 22                             |

## Internal / Strategic Support processes:

Demand and volumes will be captured during the discovery phase

| Internal Process                                                                                                                                           | Demand / Volumes 2023-24                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>HR</b>                                                                                                                                                  |                                                                                                                                                                                               |
| Sickness reporting                                                                                                                                         | 20,645 days of sickness.<br>This works out on average being 10.00 days of sickness per FTE                                                                                                    |
| Staff joiners                                                                                                                                              | 502 new starters.<br>This figure includes 132 casual joiners                                                                                                                                  |
| Staff movers                                                                                                                                               | Estimate 586 movers                                                                                                                                                                           |
| Staff leavers                                                                                                                                              | 303 leavers.<br>This equates to a 13.3% turnover rate for the whole council                                                                                                                   |
| HR advice                                                                                                                                                  | 4,210 HR advice calls via service desk                                                                                                                                                        |
| <b>Information Governance</b>                                                                                                                              |                                                                                                                                                                                               |
| Freedom of Information (FOI) Requests                                                                                                                      | 1,310 requests                                                                                                                                                                                |
| Subject Access Requests (SARS)                                                                                                                             | 165 requests                                                                                                                                                                                  |
| <b>Finance</b>                                                                                                                                             |                                                                                                                                                                                               |
| Purchase to pay:<br>End-to-process covering: procurement - gateway process - setting up suppliers - raising purchase orders - matching invoices – payments | 15,000 purchase orders raised (11,717) after duplicates removed)<br><br>23,954 invoices paid<br>Total value of £137,000,000<br><br>135,489 transactions including non-purchase order payments |
| Income management:<br>including cash, fines, social care payments                                                                                          | ICON - Number of transactions: 363,899<br>Total Value: £186,377,820.35<br><br>Payment Hub - Number of Transactions: 192,285<br>Total Value: £23,684,411                                       |
| Debt management                                                                                                                                            | Value of debt outstanding in Sales ledger (sundry debt) - £5,644,567<br>(excludes Council Tax, Parking, housing etc)                                                                          |

| <b>Corporate</b>                                                 |                                                                                                                                                                                                                                                                                                                                                                                                |
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| Meeting minutes / investigation notes / social worker case notes | Further discovery work required                                                                                                                                                                                                                                                                                                                                                                |
| Performance management                                           | <p>One Medway Council Plan: 108 actions</p> <p>One Medway FIT Plan: 75 savings/income targets and 82 key actions</p> <p>Climate Change Action Plan: over 250 separate actions</p>                                                                                                                                                                                                              |
| <b>Frontline Services</b>                                        |                                                                                                                                                                                                                                                                                                                                                                                                |
| Highways inspections and street works                            | <p>Highway Inspections (physical inspections of carriageway &amp; footway in line with Inspection Regimes): 3,075</p> <p>Streetworks (number of individual roadworks taking place on the network): 9,802</p> <p>Streetworks (number of permits received and processed): 43,464</p> <p>Streetworks Inspections (including skips, scaffolding, hoarding , footway &amp; carriageway): 12,388</p> |
| Traffic regulation orders (requirement for digitalisation)       | <p>Number of Traffic Regulation Orders</p> <p>Traffic: 18</p> <p>Parking: 24</p>                                                                                                                                                                                                                                                                                                               |