

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 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 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 Pay for it	2,205
Reporting fly-tipping Includes hazardous waste	Report It View It	2,037
Requesting recycling bags 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 Pay for it Request it	824
Reporting an issue with a tree, including general maintenance, and fallen trees or branches	Report It	746
I need a replacement Includes blue badges and bus passes	Request it Pay for it	588
Report a highways maintenance issue Includes Potholes, obstructions, oil spills and Insurance Claims if needed.	Report It	501
Book swimming lessons Includes re enrolment, payment and waiting lists	Apply for it Pay for it	472
I want to report an issue with a greenspace 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 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 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
HR	
Sickness reporting	20,645 days of sickness. This works out on average being 10.00 days of sickness per FTE
Staff joiners	502 new starters. This figure includes 132 casual joiners
Staff movers	Estimate 586 movers
Staff leavers	303 leavers. This equates to a 13.3% turnover rate for the whole council
HR advice	4,210 HR advice calls via service desk
Information Governance	
Freedom of Information (FOI) Requests	1,310 requests
Subject Access Requests (SARS)	165 requests
Finance	
Purchase to pay: 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) 23,954 invoices paid Total value of £137,000,000 135,489 transactions including non-purchase order payments

Income management: including cash, fines, social care payments	ICON - Number of transactions: 363,899 Total Value: £186,377,820.35 Payment Hub - Number of Transactions: 192,285 Total Value: £23,684,411
Debt management	Value of debt outstanding in Sales ledger (sundry debt) - £5,644,567 (excludes Council Tax, Parking, housing etc)

Corporate	
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>
Frontline Services	
Highways inspections and street works	<p>Highway Inspections (physical inspections of carriageway & 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 & 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>