

## **Appendix B - New enhancements to support the model**

The following enhancements will be implemented to support the new operating model:

### Video Conferencing

In order to maintain face to face resident interactions, a video conferencing provision will be implemented for residents who have been unable to resolve their enquiry via digital or telephony channels. This will be offered by appointment.

Video conferencing will be easily accessed via the resident's own technology. However, where a resident does not have access to this technology then a number of hubs will be installed within local libraries across the city.

Video conferencing will provide a much more accessible service, meaning that residents do not need to travel into the city centre to visit the CSC. The technology will support three-way conversations, enabling the residents to be supported by a third party from another location, for example using translation services.

For those residents wishing to use the local hubs, a full assessment will be undertaken to ensure that the service is fully accessible.

### Telephony

With the implementation of the Council's new telephony platform, the Contact Centre is implementing call-back functionality that will support residents who are experiencing financial hardship by offering the option of a call back. This will retain the residents' place in the call queue, while allowing them to hang up, and then call them back once they have reached the front of the queue. This will reduce the instances of residents waiting in a queue at their own cost.

The CSO is also in discussion with our BSL translations partner SignVideo to determine how we can offer an improved service to all our residents across both the telephony and video conferencing channels.