Resources and Transformation Overview and Scrutiny Panel

November 2025

Contents

New Forest
DISTRICT COUNCIL

Strategic Asset Management Project Update

Purpose and Objectives: The **purpose** of the Strategic Asset Management Plan (SAMP) is to ensure that the Council's property assets are strategically managed to support corporate priorities, deliver value for money, and enable efficient service delivery.

Its **objectives** are to provide a clear framework for managing non-housing assets, optimise their use, support regeneration and environmental goals, and ensure assets are aligned with community needs and future service requirements. Ultimately, it helps NFDC make smarter, more sustainable decisions about its estate.

Achievements this month:

- Reporting and governance tools have been developed and are now in active use.
- The Asset Challenge Framework document suite (scorecard and e-form) has been completed and distributed for testing.
- Officer recommendations for Public Conveniences improvements have been put forward.

Next steps:

- Agree next steps involved in the Asset Challenge Framework.
- Begin mapping usage requirements and datasets for the TotalMobile platform.
- Work up scope for Public Conveniences programme.

Pillar 1: Digital asset management

Pillar 2: Asset optimisation in support of corporate plan priorities

Pillar 3: Working with partners and communities to promote efficient and effective service delivery

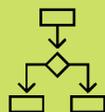**Pillar 4:** To reduce the environmental impact of council assets

Pillar 5: To support economic growth, regeneration and prosperity
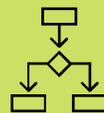
MVP Scope & Milestones-Our Netcall Journey

Milestone 1
Contact Centre deployment MVP
Customer Relationship Management (CRM) deployment MVP

Milestone 2
Customer Front Door

Milestone 3
Customer Relationship Management (CRM) Phase 2

Milestone 4
Customer Front Door Phase 2

Milestone 5
Contact Centre Phase 2

Date & Milestone	Scope	Customer Impact	Organisational Impact
January 2026	**Contact Centre** ➤ Transition from Touchpoint to Netcall Liberty Converse CX. ➤ Deliver core telephony, email and chat channels. ➤ Configure standard routing, queues and reporting. ➤ Voice Recognition & Knowledge Bases. **Customer Relationship Management** ➤ Transition key workflows from Status CRM to Netcall Liberty Create. ➤ Core integration capabilities i.e. Address lookups, online payments, report a missed bin & report garden waste.	✓ 'One' NFDC telephone number ✓ Voice commands for routing ✓ Faster response times ✓ More calls answered right first time ✓ More calls answered at first point of contact	✓ Ability to assist multiple customers at one time. ✓ Reduced wrap up times ✓ Automatic rerouting of calls ✓ Real time customer data and reporting ✓ Reduces escalations and chasing ✓ Increase skills and knowledge for customer contact staff ✓ Reduced burden on operational areas
April 2026	➤ Customer front door for maintenance & repairs digital services for our tenants. ➤ Provide case tracking and guest route options.	✓ Make requests through guest access/Case Tracking ✓ Report, book and view requests-self serve ✓ View rent balance & pay	✓ Automated repairs booking ✓ View and track customer requests ✓ Housing front door for customers ✓ System integration delivering ✓ View and pay rent self serve
June 2026	➤ Additional workflows and processes added aligned to standard templates. ➤ Extend integration coverage and introduce automation capabilities.	✓ Wider range of self serve areas	✓ Reduction in manual call handling ✓ Increased channel shift
August 2026	➤ Additional customer front door digital services, self-serve and status tracking.	✓ Register for an account ✓ Enhance customer journeys	✓ High levels of automation ✓ Life cycle case management
Sept 2026	➤ Introduce advanced features such as speech analytics and AI.	✓ Automated online services 24/7	✓ FTE capacity returned/Exceptions work

Transformation Programme Updates

Customer and digital services

Netcall
- Go Live date adjusted to allow for waste roll out peak
- Backfilled provided to Customer Contact Teams & Housing to enable business readiness
- Netcall Contact Centre & CRM on track- staff and customer testing to commence this month

Housing Maintenance & Repairs System
- Total Mobile contract signed
- All project resources in place, project kick off 18th November
- Corporate Assets Team engaged and have approved technology solution

People and capabilities

Organisational Development
- Growth & Goals- process and forms to go live this month
- Embracing Change sessions held throughout the district
- LGR staff engagement plan initiated. LGR survey received 123 responses
- Digital skills for all project document developed with clear objectives and scope. Approval to move to procurement being sought.

Project Support
- Change Management and impact assessments being delivered across Housing and Customer projects

Finances and delivery

Support for Waste Roll Out
- **Roadmap Coordination-** Forward plans for Steering Group and Board meetings developed.
- **Data & Metrics-** Metrics now support tracking of operational issues (missed collections, bin delivery delays), resident impact (animal interference, collection issues), and contact response (complaints, councillor/customer queries).
- **Governance & Planning-** Support provided for governance processes including risk register updates and meeting planning.
- **Communications & Engagement-** New MS Form for triaging customer contact, linking to Bartec for faster response and better data control developed.
- **Operational Readiness & Support-** Lessons Learned from phase 1 integrated into current plan.

Thank you for your time