

# Parish Assets and My Account

Presentation by

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# Information of Interest

- My Chorley
- My Map
- My Ward

# Parish Asset Information

- New version of My Map / My Ward being developed
- Will show assets owned by both Chorley Council and Parishes
- Need asset list from parishes to digitise and display

# My Account

- Customer Portal
- A way of allowing members of the public to log Service Requests
- Customers can monitor their case history and progress of their calls

# My Account

- Show assets that CBC responsible for, and allow customer to log a request only on these assets
- Shows the Maintenance information to the customer
- Shows any open case relating to that asset
- Allows them to log a request against an asset to report an incident.

# Summary

- We know where things are!
- Customers and officers can see what we should be doing and when
- Reporting tools enable managers to see how efficiently staff are performing
- Identify areas of improvement

THANK YOU  
FOR  
LISTENING!

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