

## **CABINET MEMBERS REPORT TO COUNCIL**

**June 2022**

**COUNCILLOR LUCY SHIRES - CABINET MEMBER FOR ORGANISATIONAL RESOURCES**

April 2022 – June 2022

### **1 Progress on Portfolio Matters.**

#### **Information Communications Technology**

Web site content creation and management activity to support to support a number of Council priority areas has been undertaken including the district response to the war in Ukraine, Net Zero and the Armed Forces Covenant has been undertaken. In addition general housekeeping of out of date and updated content has taken place.

The migration of the SMS Batch notification facility to the Gov.Notify service has been completed.

Significant effort has been deployed to re-engineer the integration of the Councils online forms with the Environment Health System “Assure” following a version update from the system providers.

The web form to support the updated Complaints policy has been made live.

A new Microsoft Teams based internal communications tool to highlight urgent and important corporate announcements has been developed.

An update to the Council wide contact management system “Workbench” notification app is in progress and will be completed shortly. This will improve the speed and accuracy when dealing with customer contacts.

A considerable amount of infrastructure team resources have been utilised put to apply security patches to servers and user devices in preparation for the upcoming PSN Health Check.

Work has commenced on the major upgrade project to replace all the active elements of the Council office computer networks.

The tablets used for field working in the EH Food Hygiene team have been reprocured, configured and issued. The same tablet will be used as the platform for the field working software being rolled out in Building Control.

An updated Call Reporting software package has been procured and installed. This will provide more detailed management information about usage patterns and potential problem resolution for the Council's telephone system.

The project to replace the end-of-life multi-function printers/scanners has commenced. The continued reductions in the use of printing in the Council's activities have enabled a further reduction in the number of devices being procured. The technology of these devices also make them more environmentally friendly and reduce operating costs.

Further enhancing the Council's Cyber Security arrangements new anti-malware software has been procured and installed on all servers.

Following a successful bid for central government funding to improve cyber security, research and market assessment of enhanced system event logging is in progress. A solution will be selected, procured and deployed as soon as possible. This will allow early detection and prevention of abnormal system events.

Work continues to implement the new Civica Finance management system.

The applications and business support team continue to provide substantial support to the Revenues team in their management of energy rebate payments.

Further licensing registers have been data cleansed and published. These are all now automatically updated and republished on a scheduled basis.

Further development of the Planning Management system has continued with the development of automated actions and improved workflow information being provided in graphical format.

Work continues to support the ongoing enhancement of the Environmental Health management system Assure.

### **Customer Services**

The Customer Services team has been very busy over the past two months assisting many of our residents with applying for the Energy Rebate and helping them navigate their way to the correct help they need from the many different grants now available.

This is in addition to the normal annual rush of contacts to the council from not only our residents but also people visiting the area seeking parking permits and advice on second homes and planning.

We have analysed our customer contact data, which reveals approximately 10% of customer contacts, are not actually trying to access NNDC services.

These enquiries require a separate agency i.e. Norfolk County Council, DWP or indeed another district council altogether. In order to help these customers speak to the right people faster we have updated our telephone options to help educate and transfer customers to the right place first time.

The North Norfolk Visitor centre has welcomed a visit from actor and author Cornelius Clarke. He regularly visits North Norfolk. After his visit to the centre, he has been inspired to write a book for children with the Deep History Coast in mind. This book has now been published, and is available to purchase at the centre. It's called Adventure on the Norfolk Coast and Beyond.

As a result of the zero based budgeting work, Customer Services is pleased to welcome three new members to the team; Amy, Amanda and Angie. They are currently training hard and have all started with great enthusiasm and energy! They will be ready to assist our residents with all their enquiries very soon. Two new members of staff will be joining the Digital Mailroom team next month. This additional resource will be fundamental in the delivery of the Customer Services strategy, supporting the digital by default and one front door concepts.

### **Property Services**

Transfer of responsibility for Car Park management to Property Services has been completed with effect from 1st June 2022. Following this transfer a review of parking operational priorities and issues is under way to produce a prioritised list of activities.

Works to support the refurbishment of The Cedars and the wider HAZ project in North Walsham continue to be supported by the property team.

Public convenience refurbishment works at Wells and Fakenham are continuing.

The refurbishment of the public conveniences in New Road are progressing well and will be complete one week late as a result of the need to cease works while the resurfacing of the car park was undertaken.

The Vicarage Street, North Walsham PC replacement final plans have been received from the architect and are being reviewed.

Cromer offices LED programme: The installation of replacement LED lighting the Council offices has been paused following an issue with "strobing". This has been identified as a problem associated with the solar power generation on the roof of the Council offices. Remediation of the issue will involve a software update to the solar equipment which is currently being planned.

Refurbishment of the weekly let Beach Huts at Mundesley have been completed and work continues on refurbishment of the large shelter on the

boat green.

Work has commenced on the refurbishment and adaptations to the recent temporary accommodation purchase in North Walsham.

## **2 Forthcoming Activities and Developments.**

### **Information Technology**

PSN Health check will be completed and any necessary remediation's will be implemented

Installation of replacement network active hardware will take place

Support of new starters & equipment required

Planning for the enforcement of Multi Factor Authorisation to be implemented in accordance with National Cyber Security Centre recommendations

Decisions on future of Logging software and subsequent procurement.

The website contact us page will be updated to help customers communicate with the Council more effectively.

A public consultation survey webform for to support the Levelling up bid for Fakenham sports facilities will be published

Further webforms will be published to support customers self-service.

Work will continue on the implementation of the new Civica Finance system

A number of outstanding software upgrades will be applied to the Planning system "Uniform"

S106 management software will be implemented and integrated with Uniform. This will provide significant improvements in management information.

The Councils GIS system "Cadcorp" will be upgraded to the latest version.

### **Customer Services**

Capturing customer feedback is in development. Working in partnership with our current contact centre service providers C3, we are developing an autonomous system that generates customer satisfaction surveys off the back of customer contacts. This will enable the automatic issuing of customer satisfaction surveys via text and email when a customer contacts the council via our contact centre. The reporting from the survey outcomes can then be presented against service area and type of transaction which will enable us

to target service improvements.

### **Property Services**

Supporting works to contribute to the Levelling Up Bid for Cromer will be undertaken.

New Road public Convenience refurbishment will be completed

The contracts will be awarded for The Lea's in Sheringham and Vicarage Street in North Walsham PC refurbishments will be let.

Work will continue on the Stearman's Yard at Wells and Queens Road in Fakenham PC refurbishments.