

CABINET MEMBERS REPORT TO COUNCIL

July 2022

COUNCILLOR LUCY SHIRES

CABINET MEMBER FOR ORGANISATIONAL RESOURCES

June 2022 – July 2022

1 Progress on Portfolio Matters.

Information Communications Technology

The IT team hosted 3 work experience students from Cromer High and provided experience in all IT disciplines.

The infrastructure work to support the deployment of the Exacom, Section 106 management system, has been undertaken.

Work has continued on migration of the councils office networks to new equipment with the configuration and testing of new equipment for the Fakenham offices.

The deployment of Bodycams in EH and its associated software and database has been completed.

As a part of the ongoing improvement of the Councils cyber security arrangements further research into security event logging software has continued with a trial of the NCSC recommended system.

Our annual cyber security health check has been completed successfully, with only a small number of potential vulnerabilities reported. None of these were actually able to be exploited by the 3rd party ethical hackers carrying out the assessment.

Work has begun on the roll out Multi-Factor Authentication to improve security of access to the Council's infrastructure and data.

The committee room has been equipped to enable its use for hybrid meetings to allow remote and in person participation.

Provision of equipment and software to new starters and internal staff changing roles continues to demand considerable resources.

The reduced number of higher spec multi-functional devices to replace existing end of operational life equipment have been procured and their implementation is currently being planned. In preparation the Council's "Print Server" has been upgraded.

The intranet SMS app has been re-engineered to use the free to use "gov.notify" gateway.

An enhancement to the customer enquiry management tool "Workbench" which makes new issue notifications more visible has been completed. Additionally work to improve reporting on customer enquiries is being progressed.

Work with the supplier of the Environment Health management system to restore integration with NNDC webforms has been progressed.

One of the two vacant senior web developer posts has been recruited to. The other vacancy remains unfilled and is still advertised,

Work has started on a web form to support outreach to community and special interest groups such as the Town & Parish Council clerks group.

A number of existing webforms have been enhanced and had maintenance carried out on them these include:

- Bulky Waste collection bookings
- Enquiry Management
- Contact Us
- Online Customer Feedback form
- Change of Address notification form

Website content continues to be updated and expanded:

- FAQs for bin collection changes
- Pages of the Youth Council
- Benefits support and advice page additions

The update to the Cash receipting system has been delayed after the 3rd party software failed testing. A new version is expected in the 1st week of August.

The Civica Financial conversion project is now starting to require substantial resources from both IT and the Service. However it continues to progress well.

An e-learning package on Information governance has been purchased with versions for both Officers and Elected Members. This will be available via the Council's virtual learning system "Skillgate" in the near future.

The management information system "Inphase" has been upgraded to the latest release.

Imminent recruitment to commence for to fill the vacant GIS role.

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

Customer Services

Whist the Energy Rebate scheme has drawn to a close the Customer Services team continue to be busy managing customer demand with over 4,000 customer enquiries received in June.

Our three new members of the team have been acquiring the breadth of knowledge required and have now begun to take live customer enquiries. Their fresh eyes on the role has also given us lots of new ideas and suggestions on how we might improve our service.

This resource will help improve performance and support the transition of Revenues calls to Customer Services expected to go live from September.

Further training across the team and collaborative working with Revenue Services is currently in place to ensure the smooth transition of these calls. This will deliver further roll out of the 'One Front Door' approach within the CS strategy, and deliver a consistent and efficient experience for the customer.

Property Services

Cromer pier substructure works contract has been awarded. The pre-commencement meeting with the contractors will now take place.

A tender for the pier bar servery and wc refurbishment is currently being prepared.

The PC re-provision in Fakenham has been delayed following the unearthing of an undocumented UK Power Networks cable and the subsequent wait for them to identify the cable and develop a plan for its rerouting.

A number of delays in the supply chain have also delayed the completion of the Stearmans yard PC re-provisioning by approximately 4 weeks. Temporary facilities have been placed on site to cover the delay period.

The refurbishment of the public conveniences in New Road are progressing well and will be complete by the end of July.

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

Works to support the refurbishment of The Cedars and the wider HAZ project in North Walsham are ongoing.

Work continues on refurbishment and commissioning of temporary accommodation units.

Current tenders in progress include:

Public Convenience re-provision at the Leas in Sheringham.
Fakenham Connect Crinkle Crankle wall remedial/safety works.
Morris Street car park boundary wall, storm damage repairs.

2 Forthcoming Activities and Developments.

Information Technology

Remediation works for all vulnerabilities identified in the PSN security health check

Work will continue with the equipment manufacturer “Dell” on configuration and testing of the new networking equipment.

Provisioning hardware and software for new starters and department moves.

Installation of anti-malware software on all servers

Programme to update end of life and obsolete display equipment.

Decision on future of security logging software and subsequent procurement and implementation.

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”

New S106 management software will be integrated with the Councils finance system to ensure accurate reporting of S106 funds and commitments.

Customer Services

The annual canvass begins on the 8th August 2022 and with it the expected increase in customer contact. We are preparing for this by working closely with our colleagues in Electoral Services.

Transfer of Council Tax customer enquiries to Customer service contact centre will be implemented.

Property Services

New Road public Convenience refurbishment will be completed

The contract for the refurbishment of the Lea's will be awarded.

The tender for the Vicarage Street PC re-provisioning will be issued.

Coach bay lining works programmed for the following car parks. Hornbeam Road, Station Approach, Cadogan Road and Runton Road.

Property Services will provide support to Housing Options for the tackling homes in disrepair scheme. This is a pilot scheme and will run until end March 2023. PS involvement is purely administering works and payments via our existing measure term contractors.

3 Meetings attended
