

## **CABINET MEMBERS REPORT TO COUNCIL**

**16 November 2022**

### **COUNCILLOR LUCY SHIRES - ORGANISATIONAL RESOURCES**

For the period October to November 2022

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

##### **Information Technology**

Preparation for upgrades to a number of key systems has been completed. These include the Planning systems, Uniform and Land Charges, and the telephone and online payments system from Capita .

Intensive work preparing for the go-live of the new finance system Civica Financials is in progress. This includes data migration, testing of the new system and user training. The system will go live in mid-December.

Development of system to redirect users in the event of the website becoming unavailable.

Customer satisfaction form updated for customer services

Community Connectors form finalised and live

Development completed for Noise and Nuisance reporting webform

Consultation with Contact centre software supplier to integrate with NNDC address system.

Workbench notification tool updated and being rolled out.

Electronic register of interests form underway for use by Parish & Town Councils.

Updates to multiple on line webforms including: Missed Bin form, User Reply form, Small business rate relief form, Building Regulations Enquiry.

Ongoing website content, including:

- Planning consultation
- Community connectors
- Motion of the Ocean
- Chairman's pages
- 'London Bridge' page updates for King Charles and Camilla
- Rewilding
- Licencing

Intranet content, including

- Training
- Salary sacrifice schemes
- Wellbeing Week

- COVID updates

Work has continued to deploy the network upgrades to the Council Offices and Fakenham Connect.

Rollout of new starter IT hardware and systems continues.

### **Customer Services**

Customer Services have recently welcomed two new members to our team. They are already progressing well and have been utilised to help our residents with their energy rebate enquiries.

We are currently in the process of carrying out further recruitment to bring our resource levels back to the establishment required. Vacancies have come about from the internal movement of staff as new opportunities have arisen across many departments within the council.

With the Cost-of-Living crisis still very much in our residents minds we received many calls from the 1,600 residents that were written to by our colleagues in Housing Benefits, reminding them to apply for the Energy Rebate before the closing date set at one weeks' time.

A substantial number of residents contacted the Customer Services team asking for assistance in applying but also provided feedback, highlighting their need to check with the council that the letter was not in fact a scam.

In October, there was nearly 9,000 customer contacts to the council's Customer Services team, which was down on the 10,000 received for September. However, this is still significantly higher than the average number of contacts received within Customer Services between April to August of 6,400.

Despite the continued increase we have seen a reduction in our call queue wait times of 33% from September and we will continue to try and reduce this further.

The Digital Mailroom has supported the Electoral Services department with the refresh of canvas forms and the Community Governance Review. They have received an increase in workloads across Planning and Building Control whilst supporting the Planning team in the Management Challenge Toolkit at workshops.

Similar to the Customer Services team, The Digital Mailroom are currently in the process of carrying out recruitment and training a new starter.

### **Property Services**

Cromer pier substructure works have commenced and are progressing well.

They are expected to continue for until the summer of 2023.

A tender for improvements to the Pier bar servery and WC's are live and will be assessed before the end of November. Works will commence in January 2023 for 6-week period.

The PC re-provision in Fakenham works have recommenced following the removal of undocumented cabling. Works are now expected to be completed in the spring 2023.

A number of supply chain delays have further delayed the completion of the Stearmans yard PC re-provisioning. The works are now expected to be completed by the end of November

The Vicarage Street, North Walsham PC replacement tender has been awarded but start is delayed until January 2023 as a result of construction industry supply chain issues notably with the insulated wall panels.

Works to support the refurbishment of The Cedars and the wider HAZ project in North Walsham are ongoing. Property Services are now engaged more significantly with the Cedars works to ensure the works are completed as soon as possible. Further works are ongoing at the Shambles.

Work continues on refurbishment and commissioning of additional temporary accommodation units. Fully accessible unit in Morrison Close North Walsham has been completed and is being prepared for occupation.

The resurfacing of Mundesley Road car park North Walsham has been completed and has reopened. It will now provide up to 2 hours free parking until the completion of the Market square works.

Property Services continue to support the "Tackling homes in disrepair" scheme. The scheme is progressing well and will run until the end of March 2023.

Current tenders:

Public Convenience re-provision at the Leas in Sheringham has been awarded but start of works has been delayed to allow the contractor to complete other recently committed works on behalf of the Council. These are now expected to commence in the new year.

Fakenham Connect Crinkle Crankle wall remedial/safety works. Decision taken to commit additional spend as tender price exceeded the budget. Expected start on site March 2023.

Morris Street car park boundary wall, storm damage repair. Works awarded and expected to commence in mid -November.

Cornish Way industrial roofing works. Tender value significantly exceeds

budget estimate cost. The options are being reviewed.

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

### **Customer Services**

Customer Services will continue to work with other services to identify and implement changes designed to mitigate the effect of increased customer contacts on customer wait times.

Working with our contact centre developers we are about to begin testing a new customer satisfaction survey module. This will enable customers to provide us with their feedback on our services, allow them to rate our performance and give them the opportunity to put forward suggestions. This will enable us to design and deliver improvements that will make a difference to the customer.

Additionally, we will be able to capture how individual staff members are performing against our customer's expectations. This will highlight training opportunities.

In the coming weeks we will also be asking our colleagues around the council to help us help them by letting us know if they intend to contact our residents. Improved communications will enable us to improve the customer experience, be better prepared, and provide us the ability to realign resources to meet anticipated customer demand.

### **Information Technology**

Civica Financials will go live.

Work will commence on preparing for the year end processes and upgrades to Open Revenues and the HR system Resourcelink

Next year prep: Resource-link annual upgrade.

Adoption of a new standard reporting tool: Microsoft PowerBI will start.

Further webforms will be completed including Temporary Event Notice application and payment.

The ongoing updating and improvement of website and intranet content will continue.

Preparation for the refresh of member IT will commence

The network upgrade rollout will continue.

### **Property Services**

Works on the Cedars will be actively managed to ensure completion of the project.

Fakenham Connect Roof Repair works will be commenced.

Play equipment repairs and maintenance programme.

Winter PC Repair and maintenance programme.