

## CABINET MEMBERS REPORT TO COUNCIL

31<sup>st</sup> May 2019

### **COUNCILLOR BÜTIKOFER - CABINET MEMBER FOR CUSTOMER SERVICES**

For the period 1 April 2019 to 31 May 2019

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

##### **Transfer of Tourist Information Service – Holt:**

The Tourist Information Service at Holt was successfully transferred to Holt Town Council on 15 April 2019 and is now delivered from their offices at Nelson House throughout the year.

##### **Customer Contacts between 1st April to the 31st May;**

###### **Customer Contacts through Customer Services**

Calls Answered	7,177
Customer Visits	3,321
Car Park Online Applications Processed	313
Web Chats 188	188
Contact Us Online Forms Processed	<u>675</u>
<b>Total</b>	<b><u>11,674</u></b>

###### **Online Customer Contacts**

Web forms (Excl. Contact Us Forms)	<u>11,542</u>
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<b>Total Customer Contacts</b>	<b><u>23,216</u></b>
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#### **2 Forthcoming Activities and Developments.**

The North Norfolk Information Centre in Cromer is to undergo a refurbishment and redevelopment as part of the Deep History Coast project. The planned works to deliver the new information centre and public toilets will run throughout September and October and will require the building to be closed throughout this time. The staff will temporarily relocate to Merchants Place on Church Street, Cromer where they will continue to offer a tourist information service to visitors and residents albeit on a reduced basis until

they are able to return to the refurbished building.