

## **CABINET MEMBERS REPORT TO COUNCIL**

**20 November 2019**

### **COUNCILLOR SARAH BÜTIKOFER - CABINET MEMBER FOR DIGITAL TRANSFORMATION & IT**

For the period September 2019 to November 2019

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

The use of self-service web forms for the submission of applications and payments continues to grow significantly. So far this year nearly 30,000 forms have been completed and nearly £3,000,000 of payments handled. More forms are in development including applying for Single Persons Discount (SPD) to Council Tax. Other discounts and exemptions applications forms will then also be converted to allow customers to access them from home 24/7.

A voter registration enquiry form has also been developed and is now live. This will improve the service to customers wishing to clarify their current voting status.

Internally an intranet based Staff Suggestion system has been developed to encourage staff to identify any improvements in Customer Service, and the processes that support them. Subsequently a reporting system will follow to make the suggestions in the system, and the responses to them visible across the Council.

A tool to allow on-line consultation and engagement has been procured. It is now being configured to allow Citizens to engage on Budget priorities but is capable of being used in a variety of ways across any subject of interest.

Several key Service IT systems have been upgraded including HR, and the Council Tax and Benefits system "Open Portal" which allows customers secure access to their Council Tax, Business Rates and Benefits accounts.

Improvements to the data backup system have been specified and procured and are currently being commissioned. This will mean that Council data will be backed up to our Business Continuity site as soon as it is created which significantly reduces the risk of data loss in the event of a major problem at Cromer.

Work Continues on the two major Service Software systems: Environmental Health's system "Assure" and Planning's system "Uniform". Both will deliver significant enhancements to Customer access to information and services in those areas.

The Cromer and Fakenham Council offices WiFi systems have been upgraded to improve coverage and speed for mobile devices used by Members, staff and visitors.

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

In the coming Period the SPD form will be completed and other discount and exemption applications forms will follow.

Work will commence on the delivery of a Citizen Mobile App. The first phase will see the app available on both Apple and Android devices and will allow for secure contact and messaging between Citizens and The Council as an additional new way of accessing the services provided by the Council. A Cabinet report requesting draw down of previously approved funding will be submitted.

An e-learning module will be launched covering all aspects of information security including, cyber attacks, GDPR and information sharing. The package is tailored specifically to address these issues from the local government perspective.

The budget consultation system will be commissioned and live allowing Citizens to engage on budget issues and helping to improve their understanding of the budget process and the pressures on local government funding.

An audit of Cyber Resilience will be completed to identify any areas for improvement in the arrangements that protect the Council's IT systems and the data they contain.

The work to ensure compliance with the Public Sector Network (PSN) code of connection will be undertaken. This annual external assessment of the security and resilience of our IT requires significant resources to complete but provides benchmarking of the Council's IT protections against externally set standards.

IT work to support the implementation and ongoing operation of the new Waste Management Contract will require significant resources to ensure delivery in accordance with the project timelines. This work is being undertaken in close collaboration with the IT services of the other contract partners (Kings Lynn and Breckland) and the contractors.

The Council's Management Information and Performance reporting system will be configured with Corporate Plan to allow on-line visibility of progress and performance of the activities that support the plan. This will allow members to view online the activities and progress against the objectives in the plan at any point in time.

**3 Meetings attended**

Waste Management Contract IT subgroup meetings with Kings Lynn & Breckland.

Norfolk IT Managers meetings.

Cyber Security Assessment meetings sponsored by NCC.