

## **CABINET MEMBERS REPORT TO COUNCIL**

**26 February 2020**

### **COUNCILLOR S BUTIKOFER - CABINET MEMBER FOR CORPORATE SERVICES**

For the period December 2019 to February 2020

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

##### **Legal & Democratic Services Update:**

The Corporate Delivery Plan was approved by Cabinet on 3<sup>rd</sup> February 2020 and Overview and Scrutiny Committee on 12<sup>th</sup> February 2020. Projects will now come forward to Cabinet for delivery against each of those themes as identified in the delivery plan, with Portfolio Holders leading on that work and the Overview and Scrutiny Panels providing oversight, together with risk assurance being undertaken by Governance, Risk and Audit Committee.

As lead for the Customer Focus element of the Corporate Plan, activity will centre on two main elements; improving customer service throughout the Council and increasing our community engagement so that we can hear people's views.

I'm pleased to say that some of the initial work has already started on this, in the setting up of the Town and Parish Council Forums and the Environment Panel and customer surveys in specific service areas. We will also be looking to build upon this in do wider community engagement through asking our residents what they think about the area and the Council and more specifically how the Council delivers services to our residents. This will give us a baseline against which we can track delivery. More detail on projects will be available for Members through the new ways in which we are monitoring delivery of projects against our Corporate Plan, and this also provides much more robust governance processes.

Through the Overview and Scrutiny Panels and performance and monitoring reports at Cabinet, members will be able to gain a detailed understanding of the projects and see how we are delivering against our priorities. This is supported through more sophisticated and relevant reporting which will provide greater transparency and better performance

The process for gathering and collating feedback on the Council's outside bodies will begin soon. This is an important piece of work as it helps the team gauge the value of the external bodies that the Council appoints to. A feedback form is sent to both the outside body and to the members appointed to it. Members will receive their forms shortly and are requested to complete them and return them to Democratic Services.

A skills audit of elected Members is underway. This will help us determine any future training needs and identify specialist knowledge amongst Members. Thanks to

everyone who has responded so far.

In-house training – two sessions have been held for Members on Budget setting and financial sustainability. Attendance was good and a further session on risk will take place in March.

#### **IT and Digital Transformation Update:**

The annual Public Sector Network certification which allows the Council to connect to other Public sector systems, e.g. DWP has been successfully completed. The assessors made some very complementary comments on the effectiveness and comprehensive nature of the arrangements at NNDC and that they were delivered from such a small team.

A draft internal audit of our online mapping GIS systems has been received which rates the arrangements for the management of this system as providing reasonable assurance.

The Council's website is being enhanced to comply with best practice and the mandatory accessibility standards which come into force in September 2020.

<https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps>

Following this initial work our independently assessed website accessibility score increased from 83.4/100 to 92.8/100. The current average for UK websites in the public sector is 75.0/100. A recent investigation by the BBC / Brave into council website privacy put the Council's website in a very good light:

35 out of 406 Councils in the UK implement website cookie control correctly to meet GDPR – we are one of them and only 31 Councils are rated as better at privacy.

[https://www.bbc.co.uk/news/uk-50504621?intlink\\_from\\_url=https://www.bbc.co.uk/news/topics/cyj7rz85g59t/local-government&link\\_location=live-reporting-story](https://www.bbc.co.uk/news/uk-50504621?intlink_from_url=https://www.bbc.co.uk/news/topics/cyj7rz85g59t/local-government&link_location=live-reporting-story)

We have made further improvements since this study.

The Council's system for receiving and accounting for cash and cheque payments has been successfully upgraded.

The latest version of the Assure Environmental Health system has been installed for user testing and the IT provision for the North Norfolk Information Centre at Cromer has been refreshed.

The Air handling and filtration system in the Fakenham data centre has been enhanced to improve the air quality in the server room.

#### **Customer Services Update:**

##### **North Norfolk Information Centre;**

The refurbishment of the North Norfolk Visitor Centre on Loudon Road, Cromer is now complete.

The North Norfolk Visitor Centre was officially opened on Monday 10 February, by Cllr. Virginia Gay at an event that was well attended by Deep History Coast Ambassadors and community stakeholders. with an exciting reveal of the brand new look for the tourist information hub. As well as the traditional visitor information service the centre now also includes a "Discovery Zone," a fantastic new resource which forms part of North Norfolk District Council's "Deep History Coast" initiative.

The Tourist Information staff are receiving many positive comments regarding the addition of the Deep History Coast visitors centre and the refurbishment of the building.

Our new waste partnership with Breckland District Council and the Borough Council of Kings Lynn & West Norfolk is set to go live on 6 April 2020.

NNDC will go live on this day with the other District Councils commencing service in April 2021.

We have been working with our partners and the new waste contractor to ensure the smooth transition of services.

The new contract requires the administration of customer enquiries to be managed by the contractor with the support of NNDC Customer Services.

With any change in contract it is prudent to anticipate and work proactively to reduce any service failures that may impact on our customers. Through strong communication and established working relationships we are confident in our ability to successfully deliver this change.

NNDC Customer Services will retain the administration of the Garden Bin service with approximately 20,000 expected to renew the service in April 2020.