

CABINET MEMBERS REPORT TO COUNCIL

18 November 2020

COUNCILLOR LUCY SHIRES - CABINET MEMBER FOR ORGANISATIONAL RESOURCES (CUSTOMER SERVICES)

For the period September 2020 to December 2020

1 Progress on Portfolio Matters.

Reprographics:

With the second lockdown now upon us reprographics will support services managing the increase in customer demand for housing benefit, council tax support, business rates, and business support grants with Council Tax and Business Rates in addition to providing covid-i9 related signage.

Digital Mail Room:

North Norfolk Information Centre has closed on the 4th November in line with government guidelines – during this second lockdown period the staff will undertake a full stock take and deep clean in readiness for a proposed re-opening on the 3rd December pending any further lockdown extension.

The Digital Mailroom will be supporting our colleagues in Development Control to introduce new software which will enable the service to move forward and achieve efficiency in service delivery. The Digital Mailroom have agreed and will be arranging to support the service by ensuring a smooth transition by developing processes to scan/save items to the shared folder, respond to planning letters and objections with a generic letter ensuring customers are aware of the delays –and by so doing it will ensure the service can recover service deliver to a high level after 7th December which we are envisaging will be the go live date.

Customer Services:

Covid-19: The Customer services team have continued to receive calls and emails from customers using our dedicated Covid-19 help channels however with the second lockdown now in place the expectation of increased demand is anticipated and being prepared for.

Development Control new software: The Customer Services team have worked collaboratively with colleagues in DM to ensure as far as is practical a seamless service is in place to provide advice and assistance to planning customers as the service implements the new software.

Garden Waste Collection: Customers who have requested a new garden bin collection service are being contacted to set up their new accounts.

2 Forthcoming Activities and Developments.
Reprographics: The current Reprographics equipment contract is a 5 year rental agreement and the current contract is due to end in June 2021. The procurement options will be reported to Cabinet.
3 Meetings attended