

CABINET MEMBERS REPORT TO COUNCIL

16 December 2020

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

For the period November 2020 to December 2020

1 Progress on Portfolio Matters.

Reprographics:

With the second lockdown now ending and as we move into a period in tier 2, reprographics will be producing leaflets and signage for services managing our community support to the residents and visitors of North Norfolk. It is anticipated that with the end of lockdown 2 there will be an increase in customer demand for housing benefit and council tax support, which will impact on the reprographics workload.

Digital Mail Room:

As we are now leaving lockdown 2 and entering Tier 2 the North Norfolk Information Centre will reopen in line with government guidelines on the 4th December.

The Digital Mailroom have been supporting colleagues in Development Control preparing documents received during the 3 week close down period and scanning images in readiness to upload when the new system goes live on 7th December with the new IT system.

Customer Services:

Covid-19: The table below shows the number of contacts made to the Customer Services Team by customers using the Covid-19 Helpline and dedicated email inbox during the second lockdown period. This represents a 249% increase in contacts by customers compared with the 242 contacts received on the same lines throughout October;

Customer Covid-19 Helpline Contacts 29 Oct to 30 Nov 2020

	Calls	Emails	Total
Benefits	9	1	10
Council Tax	8	3	11
Business Support/NDR	205	54	259
Community Support	210	12	222
Other	91	9	100
Total	523	79	602

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 on 7 December 2020.
3 Meetings attended