

CABINET MEMBERS REPORT TO COUNCIL

24 February 2021

COUNCILLOR LUCY SHIRES CABINET MEMBER FOR ORGANISATIONAL RESOURCES

For the period December 2020 to February 2021

1 Progress on Portfolio Matters.

Work continues on the implementation of migration to Microsoft M365. Specialist consultancy is being engaged to assist with the highly technical elements of the project and training is being identified for members of the Council's IT team.

The rollout of equipment to support mobile and home working continues and over 75% of Council Staff now have an NNDC supplied device to allow them the same facilities when working remotely as when working in the Office. The remainder of staff use a variety of their own equipment to connect to the Councils systems but with slightly reduced capabilities.

The IT teams continue to assist with the submission, processing and payments of the Covid 19 related grants.

The web form to allow customers to report all types of missed bin has recently gone live and progress with a number of other webforms related to the waste contract has been made. These are all designed to improve the ability of users to access customer service provided by Serco.

The rollout of the obsolete mobile phones is continuing and will be complete by the end of March 2021.

The new Planning System is now live and resolution of initial "teething" problems is progressing well. This has taken a significant effort working with the planning service and with the software provider but this work is now reaching the point where it will reduce considerably.

The Citizen Mobile app's development is now complete. Work is progressing to link it with the Councils back office systems. When this is complete the Application will be made available to volunteers to complete the testing before it is launched on the relevant "App Stores" to make it available to users of Android and Apple mobile devices.

Work continues on support for the end of year process with upgrades to the

Revenues and Benefits and HR system to incorporate legislative/central government changes to business rules. Following this extensive support has been provided to test the new systems and extract and load the necessary data.

2 Forthcoming Activities and Developments.

The Citizen Mobile App will be made available to selected users to trial and any necessary changes, enhancements or fixes to be implemented before a full go live in April/May 2021.

Further webforms will be rolled out allowing members of the public to access facilities provided by the new Waste Management Contract including the booking of bulky waste collections.

A number of back office systems are due to be upgraded in the coming period including the Legal Case Management System, The Asset Management System, and the Finance System.

3 Meetings attended

Nil