

CABINET MEMBERS REPORT TO COUNCIL

24 February 2021

COUNCILLOR L SHIRES - CABINET MEMBER FOR ORGANISATIONAL RESOURCES

For the period to February 2021

1 Progress on Portfolio Matters.

Reprographics:

Signage has been produced for the vaccination stations in the district to assist with parking and access.

Digital Mail Room:

North Norfolk Information Centre: Remains closed to the public and will reopen on the easing of the current lockdown restrictions.

Corporate Support: The team have remained onsite throughout the pandemic to provide essential support to enable the majority of staff to work from home by scanning, indexing and printing off items as required so all services are able to deliver on organisational needs and in line with the Corporate Plan.

Covid-19 Support: The team continue to support colleagues enabling them to work from home. The team play their role in supporting communities with food parcel deliveries, emergency petty cash for the Covid Marshalls, ordering and distributing PPE to staff and adapting to changing needs as they occur.

Support to Planning: The Digital Mailroom Team supported the implementation of the Uniform project in planning and succeeded in uploading three weeks of work within a few days by forward prioritising planning the needs and smartening the process required to do so. The Digital Mailroom continue to support colleagues in Planning to manage the data in their new IT software system.

Customer Services:

Covid-19 Helpline: The team continue assist vulnerable customers and businesses seeking help and advice through our dedicated Covid-19 Helpline. Calls for January were up 68% on December

Ongoing management of incoming calls for Business Grants, currently: National Lockdown Grant, Retail Grant and the Additional Restrictions Grant. Calls for January up 96% on December.

Ongoing management of incoming calls for customer vulnerability. Calls for

January up 56% on December.

Council Tax and Benefit Calls: The team continue to take the majority of customer calls freeing back office staff to process the increased workload resulting from impact of Covid-19 on individuals and businesses

Telephone Contacts: General Customer Service managed lines were 33% higher in January than December.

2 Forthcoming Activities and Developments.

Reprographics:

Election 6th May: It is anticipated that additional signage to promote Covid secure access to polling stations will be required.

Revenues and Benefits Year End: Traditionally February and March are busy months as Revenues and Benefits go through their year-end processes to notify all residents of changes to their Council Tax and benefits.

Customer Services:

Covid-19 Vaccination Centre Support: The team are in initial discussions with the NHS provide assistance by making outbound calls to book vaccination appointments for patients and also to contact patients who fail to attend their appointment.

Election 6th May: Customer Services are promoting the uptake of postal votes. One member of CS to join the elections team from 01/03 for a 2-3 month secondment.

Revenues and Benefits Year End Billing: The Customer Service team are planning for the increase in calls from customers following the issue of bills to all residents.

3 Meetings attended