

## **CABINET MEMBERS REPORT TO COUNCIL**

**24 February 2021**

### **COUNCILLOR L SHIRES - CABINET MEMBER FOR CUSTOMER SERVICES**

For the period to April 28th 2021

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

##### **Reprographics:**

The new printer was installed on the 22 March in the Print room, the printer has embedded in well and the print quality is as expected.

The print room is seeing large demand of printing due to the replenishment of signage in respect of the re-opening of the District and in preparation for the Elections printing for May

##### **Digital Mail Room:**

The North Norfolk Visitor Centres retail element and informational service has reopened following the lifting of restrictions on 12 April 2021. The TIC service provides an important role helping to support the building up of the local economy in the tourism and hospitality sectors. The Discovery end of the centre remains closed in line with current government guidelines – we will be monitoring the guidelines longer term and will look forward to welcoming all visitors to the whole centre as soon as we are able to.

The sale of council car park season tickets over the last year notably moved to online sales due to the pandemic and the Digital Mailroom has supported this by issuing car park passes to customers through the post. A number of customers have sent compliments and provided positive feedback on their experiences of purchasing and receiving their car park passes as the majority have been mailed on the same day as their online purchase.

The team have received positive compliments from other services for the support they have provided by completing office based functions allowing back office staff to continue working from home.

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

The team has managed the seasonal peak demand as a result of the issue of council tax bills to every household in North Norfolk and the local elections.

The team is supporting customers with their applications for the new Re-Start Business Grants.

The team have been assisting the NHS by contacting patients and booking appointments for them to receive their Covid-19 vaccination.

To support the continued recovery efforts of the Covid pandemic, and the lifting of restrictions on 12 April NNDC is providing face to face appointments by a pre-arrangement only. Operating this way ensures we minimise risk and allow for our customers and our staff's continued safety. In anticipation of increasing customer demand for face to face appointments the team have scheduled a greater office based presence which will be managed in line with demand and our covid secure measures.