

CABINET MEMBERS REPORT TO COUNCIL

21 July 2021

COUNCILLOR L SHIRES - CABINET MEMBER FOR CUSTOMER SERVICES

1 Progress on Portfolio Matters.

Reprographics:

The Print room is working with a number of departments in providing material to support the Council in its preparations for the easing of restrictions across the District. Key material has been provided for the Covid Support Officers and the 'Stay Covid Safe' scheme. Additionally we have helped with printing requirements for the North Walsham High street heritage action zone project.

Digital Mail Room:

The Digital Mailroom continues to support the organisation in providing increased levels of assistance through the changes brought about from the new ways of working. This support includes scanning, print to post, PPE and the supply of stationery. Additionally, some members of the team are providing assistance with Lateral Flow testing.

Staffing levels are currently being reviewed against the demands of existing and new work created from the new ways of working.

North Norfolk Visitor Centre

We continue to operate in line with Covid guidelines for lockdown whilst supporting the deep history coast project. We are looking forward to the easing of restrictions and welcoming increased numbers of visitors during the coming season.

The new NNVC webpage will be further developed over the summer period to encourage further customer engagement and utilize the mail chimp facility so that we can promote attractions and encourage customer to return to the area.

Additionally, further review will take place of our leaflets as more attractions and festivals open up.

Customer Services:

With the date for the removal of Covid restrictions delayed to the 19th July and the new ways of working policy being rolled out, Customer Services are putting together plans to transition into new ways of working. These plans will phase the returning of advisors into the offices alongside increasing face to face appointment availability for our customers.

Successful recruitment has been carried out to replace 2 FTE vacancies. 3 new starters have joined Customer Services. Plans are in place to ensure training can be delivered alongside Covid safety measures.

The increase in customer demand due the seasonal peak has now reduced. This will provide us with the opportunity to focus on the above and the many work streams that will support the Customer Focus agenda.

2 Forthcoming Activities and Developments.
3 Meetings attended