

## **CABINET MEMBERS REPORT TO COUNCIL**

**21 July 2021**

**COUNCILLOR – LUCY SHIRES**

**CABINET MEMBER FOR: PROPERTY, CUSTOMER SERVICES AND IT**

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

#### **Customer Services:**

Stuart Harber has been appointed as the Customer Services Manager to replace David Williams who recently retired after a long career in Public Service. His previous post as team leader will now be recruited.

With the date for the removal of Covid restrictions delayed by 4 weeks 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 (some job share/part time) will be joining the team in July and plans are being put in place to ensure training can be delivered alongside Covid safety measures.

A comparison from May 2020 to May 2021 show that the dedicated Covid line and email inbox have seen a drop of approximately 90% in incoming calls and emails.

The team continue to offer overtime to assist the NHS by contacting patients and booking appointments for them to receive their Covid-19 vaccination.

The Council's website has been modified to indicate the Council's support for the national "Safe Spaces" campaign to support victims of domestic abuse.

#### **Property Services:**

Wells & Fakenham Public Conveniences: Pre start meeting has taken place. Construction of modular buildings works will now commence. On site works after October half term.

Beach huts & chalet repair works: Pre start meeting has taken place. Works commence after October half term.

Council Offices Catering contractor, "About With Friends", started as planned on Tuesday 22<sup>nd</sup> June. There have been some very positive comments regarding the quality of food and the service offered.

Replacement Council Offices Cleaning contractor starts 16th July.

Sheringham Little Theatre: Works are progressing

Sheringham promenade works: Works are progressing

Weybourne Eco Public Convenience is going live by end of July.

EVCP North Walsham: UKPN have visited and will carry out their works by end of July. The remaining works to commission the charge points are planned to be completed by the end of August.

Work has started to review the Public Convenience strategy.

Marrams Bowls Club: Works have started and are progressing.

Fakenham Community Centre: Contract in place. Start date to be confirmed with tenant.

Pier structural works: Final stage of current works programme started on 21st June Work is under way to finalise tender details for next phase of required works.

Procurement for replacement contractor for Property Services Measured Term Contract has been completed.

### **Information Technology:**

Migration of the Councils telephony and contact system to Microsoft Teams is now complete. This is a major milestone in the modernization and upgrade of the Councils IT infrastructure.

The next significant stage will occur in September when the councils email system will be moved into the Cloud. This will significantly increase the mailbox capacity for all users.

The upgrade work for the Planning system is now complete. Work will now commence on the addition of further modules to support S106 management and a mobile Building Control App.

The Iken legal case management system has been migrated to new servers and upgraded

The Concerto Asset Management system has been migrated to replacement

servers and upgraded.

As a component of the migration to Microsoft M365 cloud based systems data storage has been restructured using “Libraries” & “Onedrive” – Legacy system “Nasdell” being retired as part of programme of work to replace all obsolete servers.

Training plan for all Council Users and Technical staff on new Microsoft products being developed and implemented.

The internal Audit on remote access provision has been completed with a rating of Reasonable Assurance.

The Council Chamber has been installed with infrastructure to allow “Hybrid” meetings to take place with a mixture of in the room and remote participants.

NNDC is currently 27<sup>th</sup> in the national public sector list for website accessibility (for [www.north-norfolk.gov.uk](http://www.north-norfolk.gov.uk)) and the top council in the county as judged by Socitim. This is the result of ongoing work by the team and demonstrates our commitment to a high quality online presence which should be accessible to all. This is now a requirement for all new public sector websites ([Understanding accessibility requirements for public sector bodies - GOV.UK \(www.gov.uk\)](http://www.gov.uk))

North Walsham West consultation site has successfully completed. The platform was built by in the Web Development team and content created and entered by officers in Planning at no financial cost to the council beyond officer time. The site provided information about the development and received several hundred items of feedback.

Further webforms to accompany the Missed Bins webform are now available to the public, integrated directly with our waste contractor’s systems.

The online bookings system for weekly Beach Huts and Countryside events has been updated.

A new web presence for the North Norfolk Visitors Centre has gone live and will form the basis for further enhancements to provide a comprehensive “virtual” visitor centre in the future.

The Councils website homepage has been updated to reflect the transition to the recovery phase of the Pandemic response.

To ensure the public safety messaging about the pandemic is maintained “Stay Covid Safe” content has been added to the website.

Data integration works have been delivered which allow a real-time picture of commercial premises information has been developed to support the ‘Economic Growth team. This information is now being presented using the

## Council wide reporting tool "InPhase"

A significant upgrade to a component of the Councils finance: "PT-X Drive" has been completed. This allows electronic funds transfers to take place more efficiently. This will help to ensure faster payments to customers and businesses to be undertaken and better supports remote working.

GDPR compliance checks now underway following management restructure. Likely investment in online training materials for staff and members.

Use of temp data entry resource for the 2nd time. Possible use across whole council for discrete areas of work with no ongoing financial commitment.

Of the many Covid grants awarded, only 2 now active (Lockdown 3 and Restart) significant reduction in administrative burden. However, data requests from Central government now becoming more prevalent and involved.

## **2 Forthcoming Activities and Developments.**

Fakenham Connect listed "crinkle crinkle" wall: Tender to be issued in June

Cornish Way industrial units re-roofing: Tender to be issued in July.

FONLP café: New joinery sections being drawn for approval and costing.

The Council will receive its Public Sector network accreditation validating the security of the IT network. This is a stringent examination carried out by an independent third party. The successful completion is the culmination of significant effort by the Council's IT team.

Password improvements will be implemented to ensure the security of the new Microsoft M365 infrastructure and applications.

A Pilot of the Cyber Threat Intelligence (CTI) Adaptor with National Cyber Security Centre will be undertaken. This system will provide a dynamic "threat feed" and automatically search our system to identify if any of these threats can be detected

A new Mobile Device Management platform "InTune" will be deployed which better integrates with the new M365 based infrastructure

There will be significant support needed from both IT and property to undertake office moves arising from the restructure and the implementation of the New Ways Of Working.

The development of the Bulky waste collections, Dog Fouling, Litter Reporting and Commercial waste sacks web forms will be completed in the coming period

The Garden waste management service will be integrated with Serco IT systems to give an improvement in customer experience in this area.

The newly developed web pages to focus on the Environment and the Councils activities in this area will go live in Late July/Early August

Evaluation of requirement for new surface at Mundesley Road car park, North Walsham.

The hybrid meeting system from the Council Chamber will be replicated in the Committee Room

The online bookings system will be enhanced to include sports development courses.

---

**3 Meetings attended**

---

