

CABINET MEMBERS REPORT TO COUNCIL

22 September 2021

**COUNCILLOR LUCY SHIRES, CABINET MEMBER FOR:
CUSTOMER SERVICES, PROPERTY AND INFORMATION
TECHNOLOGY**

For the period July to September 2021

1 Progress on Portfolio Matters.

Customer Services

James Jacobs has now been appointed as the new Customer Services Team Leader coming from 8 years working within the Customer Services team. Recruitment for his vacant post will now be undertaken in the coming weeks.

Face to face enquiries for August 2021 have increased by 45% from the previous month with 366 customer appointments taking place however this is down 71% on the number for customers who visited the offices in August 2019. (August 2020 we were in lockdown, with only 23 appointments taking place for vulnerable customers). Customer Services advisors have increased their availability in the office to compensate for this. Many team members have expressed happiness at being back in the office among the team.

Our new starters from July are now in full flow dealing with our residents and have taken to their new role with enthusiasm! They have made an immediate impact on the team and continue to impress with their commitment to customer service excellence when dealing with our customers.

Successful recruitment from within the council of a full time receptionist, Joanne Cracknell. Jo will join the Customer Services team from 20th September 2021 and will provide all our customers with a consistent approach and friendly face to welcome them to our office.

The team continued booking vaccine appointments for the NHS throughout August. The NHS have now decided to recruit a dedicated team of arrangers so this will no longer be needed from NNDC from 3rd September 2021. The practice manager of Hoveton and Wroxham Medical Centre. Sincere expressed his sincere thanks for all the councils support making these calls.

Digital Mailroom have embraced the new ways of working and have acted as an enabler to facilitate the changes across the organisation over an extremely busy period. They have been proactive in providing services that supports business needs and helps facilitate the ever changing working environment.

North Norfolk Visitor Centre has had a large number of visitors through the doors throughout the summer period with visitors respectful of the Covid 19 restrictions that we have had in place. Ongoing preparation is in motion for a busy out of season holiday market as well as preparation for another busy season in 2022 including activities planned for the Deep History Coast.

Property Services:

There has been an alarming and significant rise in construction related inflation, shortage of materials and skilled labour affecting the market. This will undoubtedly have implications for all future projects timescales and costs.

The Canteen Service provided by About With friends continues to be a success. As a part of the ongoing management processes between property Services and About With Friends a review of the menu was undertaken. As an outcome of this a significant increase in the range of plant based menu options has been implemented.

Scoping visit for works at North Walsham Town FC undertaken. This is a significant project requiring major works in the coming year.

Works have commenced to replace the existing office lighting with new LED lighting and a management system that will activate on movement sensors, timers and which can also be controlled remotely.

Works continue to carry out repairs and improvements at the Marrams bowls club.

Works have commenced to undertake the significant works at the Fakenham Community centre.

There has been some delay in the works provided by UK power networks but these are now complete. Bank Loke EVCP's expected on line end September.

Black Swan Loke yard area waiting for Asbestos removal.

NW Cedars, instructed to remove asbestos containing material and undertake external drainage works in advance of main works. Waiting for scope of works by consultant so we can issue tender document.

Three more units handed over to Housing for temporary accommodation.

Modest works to Collectors cabin completed.

Sheringham Little Theatre works completed except joinery. Supply delay. (see email)

Lushers Passage upper storey conversion to Temporary Accommodation. At planning now with decision expected in October. Tender is going live this week and asbestos removal works will be undertaken in advance of tender award.

Works at Fairmeadow House, Itteringham are underway. The purpose is to separate the crossed over utility connections to facilitate the sale of the house whilst retaining the community shop.

Public convenience refurbishment works at Wells and Fakenham. Offsite construction of the new facilities continues prior to installation and commissioning in the new year.

Adam Laville is congratulated on passing his Surveyor Technician Diploma and becoming a qualified Building Surveyor as a part of his apprenticeship.

Information Technology:

The migration of the Councils e-mail system into the Cloud is in progress. When complete all users will have significantly more storage available for emails and attachments.

The Intranet is being migrated into Microsoft SharePoint on-line. This will provide improved information sharing and integration with Microsoft teams.

All Council mobile devices (approx.200) are being migrated to the "InTune" device management and security tool. When complete the devices will be fully integrated with Teams, Office 365 and SharePoint allowing access to a wide range of information and facilities in a secure, reliable manner.

Members iPads migration has to happen after the SharePoint migration is complete. This is scheduled for mid-October. When these works are complete Members access to the Intranet, and the facilities and information it provides, will be much simpler and more reliable.

Workspace and desk configurations in the Council offices are being revised to align with the outcomes of the organisational structure review and to embed the outcomes of the New Ways Of Working that are being developed. This will deliver a much more flexible use of office and desk space to reflect the increased use of remote working.

A further "hybrid" meeting room has been created allowing a mixture of in presence and virtual to participate in the same meeting.

A webform to allow on-line booking and payment for bulky waste collections has been developed and is awaiting installation.

An online webform has been developed to allow new food businesses to register and is in final test.

Work continues on the on-going upgrade to the environment service management system.

An inter face between the Council's HR system and the Norfolk Pension Fund system (iConnect) has been implemented.

The Council's Asset Management system "Concerto" has been upgraded

The Council's GIS systems have been upgraded to the latest version.

A Council wide online customer satisfaction feedback form has been developed. Following user trials a number of minor changes and enhancements were identified and these are now being implemented. The form will be mad live and integrated with the Council's website by mid-October.

2 Forthcoming Activities and Developments.

Customer Services:

The revised Customer services strategy will be ratified and published by the end of October

Work to develop a Customer Services Dashboard will be continued to provide on demand access to accurate and up to date activity and performance measurement of contacts managed by the customer services team.

Membership of the Institution of Customer Services will be completed and the toolkit of guidance on best practice will be used to inform the further development of a Customer Service Improvement Programme.

Property Services:

Some office moves undertaken post appointments at CLT and MT level.
Leisure Services relocated to east wing of the building.

Soft furnishings for reception areas at Cromer and Fakenham Connect being reinstated, WIP.

Pier substructure tender will be issued shortly. Subject to budget approval, works to commence next spring.

Preparing project submission to CDU for capital improvements to the Pier bar / theatre public conveniences.

Fakenham Connect “crinkle crinkle” listed wall tender has not yet been issued. We are awaiting specialist advice relating to its listed status.

Cornish Way roofing repair and maintenance work tender is planned for issue week commencing 20th September.

The requirement for the FONLP café replacement joinery sections are with SMG (architects) for design / drawing purposes.

A fixed term Administrative Officer post (until April 2022) has been recruited to and will start work by mid-October. This is to help deal with the additional activities generated from the management of the growth in the numbers of assets managed and the scope and nature of those works.

A business case for a Compliance Officer to more effectively manage the statutory risk management inspections and associated reporting is being developed. Currently almost all of this activity is outsourced but this requires multiple contract and procurement activities as well as general service management and reporting activities which would be more effectively delivered using an internal specialist officer.

Sheringham promenade works were suspended due to summer visitor season. A plan to recommence these works is being developed and will be implemented.

Beach huts and chalets remedial maintenance and repair works are to commence in October.

Information Technology

Migration to Microsoft M365 Cloud services will continue as will activities associated with Return To Work.

Further improvements and enhancements to the security software and infrastructure will be implemented to reflect the change to cloud hosted systems.

The Committee Room audio and video systems will be upgraded to allow it to be used for significantly sized “hybrid meetings”.

Work has continued on a number of other self-service online forms which will be rolled out in the coming weeks and months.

Further Planning related enhancements will be implemented including S106 Management system.

An interactive online map to make Listed Buildings information more accessible is being developed.

An interactive online map to make Trees Protection information more accessible is being developed.

A new online license register will be made available to allow the public to search information relating to licenses managed by the Council.

3 Meetings attended

Portfolio

IT Portfolio meeting x 3

Cromer site visit with Cllr Adams

Customer Service Portfolio meeting x 3

Organisational Resources Portfolio x 2

AWF Menu with Cllr Vardy

Property Services Portfolio meeting x 2

Cabinet:

Zero Based Budgeting

Mental Health Champion

Centre for Mental Health

Health Inequalities information gathering CCG

Mental Health Services North Norfolk

North Wellbeing Hub Development Group

Women's Aid

NSFT North Norfolk Working Together