

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

CORPORATE PERFORMANCE PANEL

Minutes from the Meeting of the Corporate Performance Panel held on Monday, 21st May, 2018 at 6.00 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn PE30 5DQ

PRESENT: Councillor H Humphrey (Chairman)
Councillors B Ayres, P Beal, R Bird, J Collop, G Howman, A Morrison, D Pope and T Tilbrook

Portfolio Holders:

Councillor I Devereux, Environment
Councillor P Hodson, Performance
Councillor B Long, Leader
Councillor Mrs K Mellish, Facilities and ICT

Officers:

Debbie Gates, Executive Director, Central and Community Services
James Grant, Project Technician
Matthew Henry, Property Services Manager
Honor Howell, Assistant Director, Central and Community Services

CP1 **APPOINTMENT OF VICE CHAIRMAN FOR THE MUNICIPAL YEAR 2018 - 2019**

RESOLVED: Councillor P Beal be appointed Vice-Chairman for the Municipal Year 2018 – 2019.

CP2 **APOLOGIES**

Apologies for absence were received from Councillors J Moriarty, D Tyler and T Wing-Pentelow.

CP3 **MINUTES**

The minutes of the meeting of the Corporate Performance Panel held on 5 April 2018 were agreed as a correct record and signed by the Chairman, subject to CP90 being amended to read:

“That Councillor D Tyler be appointed Vice-Chairman for the meeting.”

CP4 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

CP5 **URGENT BUSINESS UNDER STANDING ORDER 7**

There was no urgent business.

CP6 **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

There were no Members present under Standing Order 34.

CP7 **CHAIRMAN'S CORRESPONDENCE (IF ANY)**

There was no Chairman's correspondence.

CP8 **ONEVU UPDATE**

The Panel received a presentation from the Assistant Director – Central and Community Services, a copy of which is attached to the Minutes.

The Panel was invited to comment/ask questions, a summary of which is set out below.

In response to questions relating to fly tipping, the Assistant Director explained that when notification was received of fly tipping, the Clean-up Team aimed to take appropriate action within 24 to 28 hours.

Following questions on e-forms, the Assistant Director explained that forms had been drafted and agreed by relevant departments within the Council. At any time, the customer could track progress on any issue raised, an example was viewed on the screen.

The Assistant Director informed the Panel that she had undertaken research of other Councils and it was noted that in one case the telephone enquiries were open from 10 am to 4 pm in order to try and encourage customers to use the website to access the services required.

The Panel was invited to consider how customers could be encouraged to use the Borough Council's website to access services and how those changes could be driven forward and changes implemented.

In response to further questions, the Assistant Director advised that when a customer set up an account, it was possible to see all transactions created to enable the customer to keep a record. It was noted that a customer could access their account at any time and make any necessary amendments.

Following questions relating to the closure of the area offices, the Assistant Director explained that customers could access the Council's services via the website, by telephone or make an appointment. It was highlighted that if a customer visited the King's Court offices, a CIC

advisor would try to resolve the query or make an appointment to see a relevant officer within a week. Members were advised that the Council was committed to offering the best service it could and no customer would be turned away from the King's Court offices.

The Leader commented that Borough Councillors should encourage Parish Councils and their constituents to create an account in order that they could report fly tipping, etc direct to the Council rather than through their Ward Councillor.

The Chairman, Councillor Humphrey invited the Portfolio Holder to address the Panel. The Portfolio Holder explained that the introduction of digital services was both educational and challenging. She advised that with the increased use of digital services, it allowed customers to access Council services at their convenience and also out of normal office hours in the privacy of their own home. With regard to the closure of the area offices, comments were made in the first few weeks, but now customers were accessing services either by telephone, making an appointment or via the website. The Panel was invited to consider whether the Borough Council's telephone number should be published on the website.

The Portfolio Holder congratulated the Assistant Director and her team on the superb work which made the Council services easy to access and transact business with the authority.

The Leader and the Panel congratulated the Assistant Director and her team on the excellent work undertaken to date.

The Chairman thanked the Assistant Director for the update report.

CP9 **EXCLUSION OF PRESS AND PUBLIC**

RESOLVED: That under Section 100(4)(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1, 2 and 3 of Part 1 of Scheduled 12A to the Act.

CP10 **EXEMPT ITEM: POST EVALUATION OF KING'S COURT ACCOMMODATION PROJECT**

The Panel received an update report from the Property Services Manager and Project Technician.

The Project Technician and Property Services Manager responded to questions from the Panel relating to:

- Income generated by the renting of accommodation to other organisations/financial benefits

- Dedicated project team established.
- Benefits to staff.
- Service charges.
- Car parking provision.
- Lessons learned.

The Leader, Portfolio Holder, Chairman and the Panel congratulated the Property Services Manager/Project Technician and team on the project and the update report given to Members.

RETURNED TO OPEN SESSION

CP11 NOMINATIONS TO OUTSIDE BODIES AND PARTNERSHIPS - HUNSTANTON SAILING CLUB DEVELOPMENT SUB COMMITTEE

The Panel was invited to nominate a representative to participate in the outside bodies and partnerships which fall within the Corporate Performance Panel's remit, Hunstanton Sailing Club Development Sub-Committee.

RESOLVED: Councillor P Beal be appointed as the Borough Council's representative on the Hunstanton Sailing Club Development Sub Committee.

CP12 FORWARD DECISIONS LIST

The Panel noted the Forward Decisions List

CP13 PANEL WORK PROGRAMME 2018/2019

The Chairman invited the Panel to put forward any items for inclusion on the Panel's Work Programme.

The following items were identified:

- Heritage Gardens Hunstanton – the Leader suggested that this item be referred to the Environment and Community Panel.
- Wall at the rear of the Princess Theatre - The Leader suggested that this item be discussed at the next Joint Panel Chairmen and Vice-Chairmen meeting to determine which Panel it should be considered by.

The Chairman, Councillor Humphrey reminded opposition Members that they had the right to place one item of business on each Panel Agenda.

CP14 DATE OF NEXT MEETING

The next meeting of the Corporate Performance Panel will be held on Tuesday 17 July 2018, 6 pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

The meeting closed at 7.34 pm

'My Account' and Digital Transformation

Honor Howell
Assistant Director, Central & Community Services

Borough Council of
King's Lynn &
West Norfolk



MyAccount

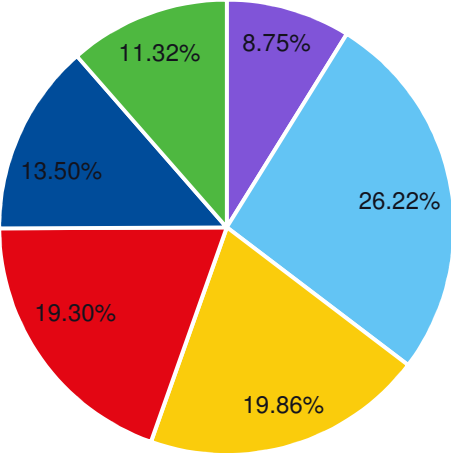
- Product of a development partnership with IEG4
- Live in February 2017
- 15,500 accounts created to date
- Average of 27 new accounts opened daily
- 44% of accounts are created out of office hours

- Overview of 'MyAccount'
- <https://my.west-norfolk.gov.uk>



Accounts by age band

Percentage



■ 15-24 ■ 25-34 ■ 35-44 ■ 45-54 ■ 55-64 ■ 65+



Project outcomes

- 78% reduction in face to face enquiries
 - 2015/2016 34,724
 - 2017/2018 7,505

Project outcomes

- **30%** reduction in customer emails
 - 2015/2016 10,082
 - 2017/2018 7,118

Project outcomes

- 177% **increase** in the number of e-forms completed by customers
 - 10,297 2016/2017
 - 28,559 2017/2018
 - Projection for 2018/2019 based on take up so far is over 40,000 online forms



Project outcomes

- 6% increase in telephone calls
 - 2015/2016 113,517
 - 2017/2018 134,349

- Care and Repair and Careline calls transferred to the CIC in April 2017 and 12,401 calls have been received so a **net** increase in calls of 6%

Context

- OneVu is one part of a large project for digital transformation
- Major changes to how we deliver services
- Ground floor now let to DWP
- Area offices have been closed
- Driving enquiries to telephone and online
- Challenge now is to reduce the telephone calls
- Need customers to self-serve



Moving forward

- Customer demand and expectations continue to grow
- They want responses to their enquiries within hours
- Looking into multi-media contact centre solution to handle different types of enquiries
- Technology needs to drive how we deliver services

Our approach

- Put as many services online as possible and encourage people to use them
- How accessible do we make our services?
- Some councils have taken more direct action
- Examples
- Appetite for change



- Questions?