

CABINET MEMBERS REPORT TO COUNCIL

19 January 2017

COUNCILLOR N DAUBNEY - CABINET MEMBER FOR SYSTEMS AND ECONOMIC DEVELOPMENT

For the period November 2016 to January 2017

1 Progress on Portfolio Matters.

Website – Socitm

Socitm (Society of Information Technology Management) undertake regular reviews of council website to establish their ease of use for customers. A recent study of our website, focusing on the Building Control service awarded our website 3 stars. This is an excellent result, especially considering the council does not carry out the Building Control function. In fact, this was the best result of all council's using CNC Building Control.

Borough Council Website

Our Web Team have developed a solution for our website by which customers who have set their location via 'Find my Nearest' will be automatically notified of their forthcoming waste collection days and any planning applications which have been submitted near to where they live. This will be available on the website from 11th January via 'Notifications' on the home page. I am pleased to report that we already have 9,000 households already registered to 'Find my Nearest' so these customers will benefit from the changes immediately.

'My Account' – OneVu

I reported that 'My Account' was to launch during November. This was delayed due to a problem with the system being discovered late in the month. Staff have been rigorously testing the fix supplied and the system is now almost ready to launch. There will be a soft launch to internal staff mid-January and if all goes well, the system should be available to customers w/c 23rd January. This will be a big step forwards in our journey towards digitalisation of our services and staff will be encouraging customers to go online and self-serve as much as possible. It is important that customers use the new services and we see corresponding reductions in the number of visits and telephone calls we receive.

Economic Development

We are working with:

- colleagues across the seven local authorities and the county council on preparing an Economic Growth Strategy for the county, which will be completed later this year.
- New Anglia LEP and Greater Cambridge Greater Peterborough LEP on refreshing the Strategic Economic Plans (SEPS) for the two LEPs. The SEPs will set out the strategic priorities for the two LEPs to deliver economic growth and also provide the evidence base for the implementation of the Growth Deals across the two LEPs
- New Anglia LEP and Greater Cambridge Greater Peterborough LEP on developing a pipeline of projects for the Growth Deal Round 3

2 Meetings Attended and Meetings Scheduled

Portfolio Meetings
Cabinet
College Corporation Meeting
ICT Development Group