

CABINET MEMBERS REPORT TO COUNCIL

29 September 2016

COUNCILLOR N J DAUBNEY - CABINET MEMBER FOR PERFORMANCE

For the period 28 July to September 2016

1 Progress on Portfolio Matters.

Channel Shift

E-forms

We are building more e-forms to enable customers to self-serve. New online forms available include Change of Address, apply for a single person discount and set up an arrangement to pay a council tax court summons. We are also working on a new form for lost and found dogs which will enable a customer to upload a photo of the dog to hopefully match lost and found dogs quicker and reunite them with their owners.

Web Chat

The CIC will be launching a web chat facility by the end of September. If a customer is on the council's website but isn't able to find the information they need, they will be able to click on an icon to talk directly to a CIC Advisor. The facility will be available during usual office hours.

Online Payments and Direct Debits

Work is continuing on looking at options to provide a payment facility to customers when they complete an online form, such as applying for a brown bin and a method for customers to be able to set up a direct debit online. These facilities are essential for end-to-end online services.

2 Forthcoming Activities and Developments.

IT

Have brought myself up to speed with all aspects of Information Technology Department after a series of briefings, for which I thank the lead managers.

This knowledge will enable me to work with IT to explore further efficient working practices.

Hanse

Meetings have been arranged with the other two English members (Hull and Boston) regarding further and closer cooperation. This in terms of event organisation and economic benefit.

3 Meetings Attended and Meetings Scheduled

Attended Since Last Council
Channel Shift Progress update (x2)
(EIP)European Intl Panel (LGA) Brussels update
EIP – Routine meeting
ICT Development Group
Lynn Sport Housing Meeting