

CABINET MEMBERS REPORT TO COUNCIL

27 July 2017

COUNCILLOR MRS KATHY MELLISH - CABINET MEMBER FOR FACILITIES AND ICT

For the period 15 June to 27 July 2017

1 Progress on Portfolio Matters.

In my last report to Council the plan for around 20 extra parking spaces at Mintlyn was about to go forward to planning. Since then there has been a revision and we are now hoping for 40/50 spaces so although this causes a delay it is better to slip this slightly than to start work and then have to resubmit plans, thus prolonging the project and having two rather than one stage of work but achieve a better final outcome.

As Members will have seen via the Bulletin the Open Day on 29 July (11am to 3pm) is confirmed and I am expecting to see quite a few visitors if social media is to be believed. I hope that many people will take the opportunity to come and see the whole site, the gardens are splendid, and the 'behind the scenes' areas are probably not at all what you may be thinking.

We have now had final confirmation that Department of Work and Pensions Job Centre Plus (DWP/JCP) will be moving over to King's Court. As you are aware this move will take up almost three quarters of the total ground floor, sharing this with the West Norfolk Clinical Commissioning Group/Commissioning Support Unit (WNCCG/CSU) who are already in situ. They are not anticipated to move in until next year but work is going ahead to ensure the working space will be ready for them. A report will be coming forward to allow Members more detail on the move shortly.

The Town Hall accommodation for meetings is still a 'work in progress' with rooms being re-vamped and kitted out with the required IT to service meetings and new offices. Booking of the main rooms is now a requirement where before they were relatively unused. The Stone Hall and Assembly room could be required by more than one group at the same time but this is no different to how we used the Committee suite at Kings Court. We will also be bringing the Mayor's current parlour back into service to double up as a meeting room, the Heritage room will be divided into two and of course there is the Card room, the Retiring room next to the old Court room and the old Court room itself is useful if you just require somewhere to sit and chat.

My Account on the web site was a major task for Honor Howell, Customer Services and the Development team, it had to be 'user friendly' and has to interact with all the services we provide at the Borough Council.

At the beginning of July, the Council were shortlisted in the Government's national Paperless Awards for digital innovation in the category of Best Customer Experience and although unfortunately, we did not win, to be in the top 3 from over 70 other organisations is still a great accolade for the system and work undertaken to get there. It was proof that all the hard work put in by the team has been recognised nationally and works for the customer.

I have spent an afternoon with CIC on the phone line listening to calls and gaining an understanding as to the flow of questions and queries. The calls are constant without a break and the statistics prove the demand is growing. The knowledge that the team have to have for every area of the Council and its functions is outstanding and the constant deviation from call to call and even from each person is vast. It is clear people like to talk to someone who will listen and I felt at some points it may be the only communication some people have in a day. Clearly these people are our customers and are valued and therefore it is not possible to take a call and end it within a set time period therefore there will inevitably be delays.

With the work undertaken with regard to caddy liners by Cllr Deveraux we no longer have the need to stock them at the CIC centres which will result in over half of the visits ceasing, purchase of caddy liners has been the main reason for office visits. Therefore, a report will be discussed at the next Corporate Performance Panel to close these centres and move the staff back to the call centre to help ease the pressure on the telephone lines. I hope for a constructive discussion on the report at the panel meeting.

2 Forthcoming Activities and Developments.

Regular meetings with Officers and Executive Directors
Open day at Mintlyn

3 Meetings Attended and Meetings Scheduled

Officer meetings
Cabinet meeting and Portfolio updates
Session on CIC phone lines
CPP meeting
ICT Development group
Scrutiny Task group
Cabinet Sifting