

CABINET MEMBERS REPORT TO COUNCIL

25 January 2018

COUNCILLOR MRS KATHY MELLISH - CABINET MEMBER FOR FACILITIES AND ICT

For the period 17 November 2017 to 25 January 2018

1 Progress on Portfolio Matters.

First of all, can I wish all Members and Officers a Happy New Year and I hope that 2018 will be a good year for everyone.

The new meeting / training room at King's Court (Room 2-1) has now been used by many groups and we are in the process of gaining feedback. The next room to be fitted out will be almost identical but feedback is necessary to ensure it fits the bill correctly. At present all we need to change is the size of screen to fit the room but any comments received will be taken into account.

Updates for the work undertaken were given at the ICT Development group meeting in December and all were positive so work continues.

The DWP/JCP move is continuing on target so no further changes to report.

As mentioned in my last report the CCTV staff continue over the holiday period without a break. During the festive period of Christmas and New Year they dealt with in excess of 200 separate jobs/incidents. Within a selection of those 42 related to calls for assistance in respect of general council services, 47 were normal out of hours services and 29 related to antisocial behaviour incidents within the King's Lynn area.

Also during December the Parking Operations team transitioned their back office systems to a new provider. This is the first change in the back office system in over a decade and I must thank the parking staff and their Managers for working so tirelessly over the Christmas break to ensure this process was as smooth as possible.

The new system has expanded our existing capability to offer services to our Norfolk Parking Partnership colleagues and a key feature of this change was the ability to increase our cashless parking options which has been previously highlighted as a requirement, for ease of parking across our pay and display car parks. The system now has a live Parking Operations App which is available for both IPHones and Android devices. We soft launched this in mid-December and in the first month 1648 transactions were undertaken with 73% of those being done through the new app. Whilst utilising this service it does incur a 20p processing fee but this funds the service and clearly many people see this as an ideal way of not having to worry about change or over-payments.

It also offers the option to extend your stay without the hassle of returning to your vehicle to do so, adding more flexibility to your visit to King's Lynn or the bonus of staying for an extra coffee or a longer meal in a restaurant. The process for accessing this system can be found on our website under Parking > Cashless Parking > Register for Cashless Parking, or just download the app Parking Operations which you can identify from the website. The system will also allow you to pre-book parking up to 7 days in advance.

The plans for the Car Park extension at Mintlyn have been approved. We are now waiting for the specification of the works to be completed and we can then get on with the job.

I was unable to attend the last cheque presentation at Mintlyn to King's Lynn Motor Neurone Disease Association for £5000 but another very worthy local cause. That is another donation from a total of £52,123 we have raised through the scheme for re-cycled medical implants since we joined the scheme.

The new microphones are having issues over connections and as we have all experienced, drop signal and transfer into 'hunt mode' which is very frustrating. The suppliers have been suitably 'hunted' by the Officers and are on the case to the extent it has been escalated up to Bosch in the USA who have dialled into the system to transfer logs and data to analyse at their end. I apologise that this has not been a seamless transfer however please accept that I am also on the case and my feelings are well known by the suppliers.

2 Forthcoming Activities and Developments.

Regular meetings with Officers and Executive Directors

3 Meetings Attended and Meetings Scheduled

Officer meetings
Cabinet meeting and Portfolio updates
ICT Development meeting
Cabinet Sifting