

CABINET MEMBERS REPORT TO COUNCIL

22 February 2018

COUNCILLOR MRS KATHY MELLISH - CABINET MEMBER FOR FACILITIES AND ICT

For the period 25 January to 22 February 2018

1 Progress on Portfolio Matters.

Currently the Control room technical staff are working on the supply and installation of the required CCTV and safety systems for the ground floor DWP area. The extra cover will support the front-line staff working there and improve monitoring of the external area of the building too. We are still on target for March opening with the 'to be expected' normal odd worries that this may not be achieved. Our officers keep a very close eye on contractor's timelines and are doing everything they can to support queries as they arise.

The last full Council meeting had a few false starts with the microphone system however as time went on it seemed to work itself out. It is especially annoying that the system seems to struggle during Full Council and Planning but works well in panel meetings. We are still working through the data with Bosch who are investigating external interference which they believe affects the stability of the Wifi signal. Until it is totally stable they will be kept on the task. We have also been working here on site, isolating other systems such as fire alarms etc, one at a time, to see if they may be corrupting the signal. It is still work in progress so I'm afraid until we can work through all the scenarios and gather the data for Bosch I cannot give a realistic resolution to the problem. Anyone with a data processing PhD feel free to volunteer...

Through discussions during our meetings at the Norfolk Parking Partnership we have been approached by Great Yarmouth and South Norfolk to extend our service to them and we will undertake their on-street and off-street notice processing. This will enhance a revenue stream for us and obtain a cost benefit from joint working with neighbouring authorities.

As you will have seen from the Cabinet papers we have added the 'Cremation without service'. This is referred to as a direct cremation and has been brought into our operation as a response to enquiries for this service. It is the same as offered by competitors and utilises the earlier booking slots in the day which are generally not in service due to the timings of the regular service. The addition of this increases capacity without any significant additional overheads. Occasionally I have heard it mentioned that we do not have availability and funerals are taking longer to book.

In practise the difficulty arises when relatives or friends may need to travel from a distance therefore many families prefer say, lunchtime onwards and especially a Friday or any afternoon slots so that people have time to arrive without fear of being held up in traffic. Unfortunately, there is only one 1pm any day per week, or afternoons on a Friday so they are taken more quickly than perhaps a 9:15 Monday morning. Therefore, if you are the third person to request a Friday afternoon it could potentially be three weeks before you are able to have exactly the time which you most prefer. I have attached a years' worth of data which clearly shows the most requested times and confirms this trend. It also shows that a Wednesday seems to be the most least requested day.

Day/Service Time	09:15	10:00	10:45	11:30	12:15	13:00	13:45	14:30	15:15	16:00	16:45
Monday	13.14	17.1	18.21	18.88	19.57	19.18	18.41	18.91	17.1	14.76	14
Tuesday	13.79	14.61	17.35	19	18.45	19.1	17.98	18.89	16.33	14.5	8
Wednesday	10.97	14.26	16.61	17.86	17.77	17.24	18.59	18.37	16.34	17.85	
Thursday	14.11	14.61	16.21	17.96	18.52	18.86	17.53	19.65	17.44	14.85	10
Friday	12.08	15.52	18.14	20.2	20	20.22	20.42	20.45	18.85	17.15	15.5

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
 Cabinet Sifting