

CABINET MEMBERS REPORT TO COUNCIL

14 June 2018

COUNCILLOR MRS KATHY MELLISH - CABINET MEMBER FOR FACILITIES AND ICT

For the period 13 April to 14 June 2018

1 Progress on Portfolio Matters.

At the first meeting of the Corporate Performance panel this year two items under my Portfolio were on the agenda for update and post evaluation.

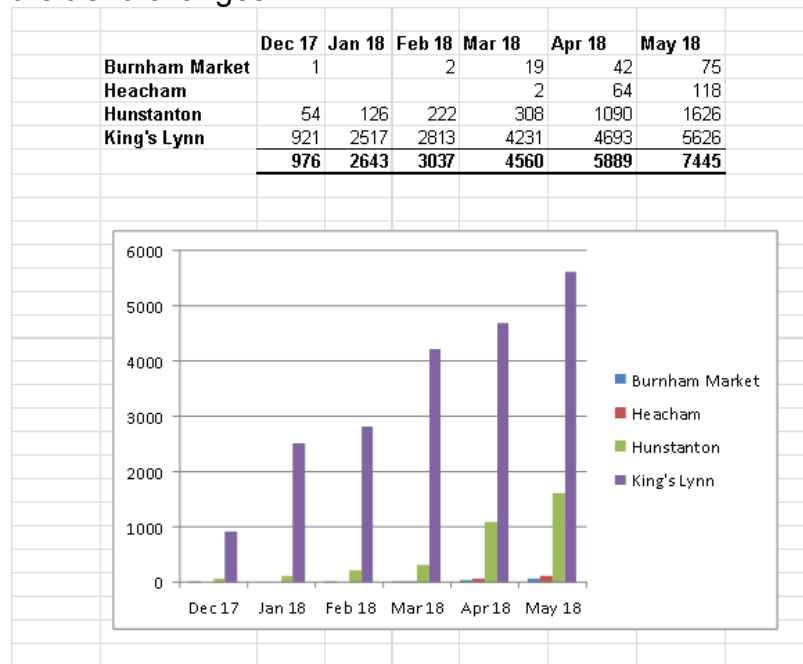
The first was OneVu or My Account as we know it on the Council website, <https://my.west-norfolk.gov.uk> Members were given an overview of the position so far and what could be accessed which is specific to you and where you live. A good example is bin collection, once you have set up your account you can find out which day which bin is to be emptied in the week. Particularly useful when we have a Bank Holiday week as I for one always forget and need to check not only the day but which bin it happens to be. The take up for account opening is 15,500 and growing since it's live release in February 2017. It works out around 27 daily of which 44% are out of normal office hours. E forms are designed to mirror the questions regularly asked when calls are placed to the CIC team and this is checked for ease of use and the correct information being in place as an ongoing real time exercise. Forms can be part completed and are then saved for you to continue at another time so if anyone needs further documentation or information it can be continued later rather than having to start the whole process again.

The second presentation was a post evaluation of the work to allow DWP and JCP to join us at King's Court. This was a massive undertaking which in turn opened other issues which had not been initially considered. Overall the project was a success and a great example of joint working with other organisations. Any last-minute issues were covered with little or no change to the original plan. There are the usual minor snagging issues to resolve but the last of the major changes has now been completed with the division of the old Heritage room into two new meeting rooms, so they can be used more efficiently. They will be called Kempe and Tornado, so they are easier to distinguish from the normal meeting room numbers we have at King's Court.

Due to the impressive flow of visitors at Mintlyn last year we have agreed to hold another Open Day this year on Saturday 7 July. This may not be a yearly event however feedback proved it was well received so it gives another chance for those who missed the previous opening.

I was interested to see how the cashless car parking is working now the initial first interest has been exhausted. Attached are the current figures from December 2017.

This demonstrates it has been a successful project and suits many people for ease of use. Once a full year has been completed we will have a better idea if the trend changes.



I'm sure no one has missed the General Data Protection Regulations messages and the addition of this in the Members training session recently. The ICT team have been looking to ensure we are compliant within the Council but we as Members must also be aware as we hold Ward work information on our IT equipment. We have considered the best way forward and this will be relayed out in due course but please be aware any information you hold for Ward matters is included in the GDPR legislation so only hold this for the time required to deal with the matter in hand, after that delete and then also empty your deleted items folder. Emails which are sent out containing information which may require a response or a comment, please do not 'reply all'. This spreads information further than necessary, adds data to our servers and fills even more 'inboxes'. Reply to the author only, as required, which will limit data traffic and in the long run save us from ever increasing 'inbox' information which then needs to be viewed before it is deleted.

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
 CPP meeting
 Cabinet Sifting