

CABINET MEMBERS REPORT TO COUNCIL

18 October 2018

COUNCILLOR MRS KATHY MELLISH - CABINET MEMBER FOR FACILITIES AND ICT

For the period 7 September to 18 October 2018

1 Progress on Portfolio Matters.

Both Mintlyn Crematorium and Hardwick Cemetery – amongst other sites, were Gold award and Green Flag winners in this years Anglia in Bloom competition. Both were also eligible for the People's Choice award and I wish them good luck for this. The gardens across the sites are a credit to the work put in by the team and provide a restful relaxing space to be in at a time when people require quiet contemplation.

Parking at school entrances. This must be raised as an item of concern as we often receive requests for enforcement officers to be available at collection time all around our area once the new term begins. This is not a new problem but raises its head on a regular basis. There is a safety issue when roads or pathways are blocked, and visibility is limited. Residents living next to or near schools are blocked from entering or leaving their driveways and people become stressed trying to find a space to park next to the school gate. Please could I ask that parents or carers try to walk their children to school, or, if they live too far away, park away from the school entrance and instead walk some way to the drop off point. Think about the effect parking has on the area and the environmental impact of short journeys twice a day. It is worth the walk if possible, as it is beneficial to you and your children's health and less costly than running the car and all that this involves.

We will shortly be adding a new service to the website for Taxi Drivers. They will be able to renew their combined driver and vehicle licence through our online account in the 'My Account' section. By registering for an account, the taxi driver will be able to:

Access our services 24/7, 365 days a year.

View information held on our back-office system, check when their licence is due for renewal and report changes.

It will allow them to complete the process more quickly and easily, as the forms are simpler and allow a payment and documentation to be provided. They will be able to complete the forms in the comfort of their own home or office using a PC, laptop, smartphone or tablet, avoiding the need to call or visit the office.

Stop and start the forms at any point and once complete they will be able to track its progress.

As part of the implementation, some of the online forms will automatically update the back-office system, saving time for back office staff and reducing the potential for error.

By introducing the new online service, we can enhance the taxi drivers experience, improve processing times and prevent unnecessary delays.

This would probably be a good time to also remind everyone to register for 'My Account' on the website as you can access a great deal of information relevant to you, especially bin collection days, which is one area I regularly need as I can never remember which bin is due for collection each week.

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
Norfolk Parking Partnership meeting County Hall
Cabinet Sifting