

Statement by the Cabinet Portfolio Holder for Governance

13 December 2016

ICT

The ICT Server Room build has been completed and will be fully operational early in the New Year.

ICT support for the Green Waste Project and CRM (Customer Relationship Management) system implementation continues. Customer Services Officers have completed their training on the new system in late November and will be supported through a soft launch. The CRM system will officially commence on 1 February to enable Green Waste licences to be managed efficiently.

Design & Maintenance

A programme of Health and Safety training is well underway with officers achieving recognised qualifications in Asbestos Management. This complements the Asbestos Management Plans that Design and Maintenance are developing for all Council premises and the corporate lead they are taking on managing Legionella.

Significant work has been taking place throughout the Civic Centre in response to a fire risk assessment which took place earlier this year. This has included a range of measures such as installing new fire doors, amending evacuation processes and improving housekeeping. A new secure area for storing refuse externally at the Civic Centre has been designed and will commence development in January.

Design work has been completed on an accessibility improvement scheme which will see the ramp into the Civic Centre being adapted to comply with new regulations. It is expected that works will be completed in March.

The replacement of the existing street lighting units with LED units continues. Approximately 400 of the 1200 units have already been replaced. The LED units are significantly cheaper to run and have a much extended life. They also negate the need for part night lighting thus offering a higher level of service. Also ongoing is the replacement of old concrete columns.

Customer Services and Communications

Customer Services have recently reviewed the GovMetric system that is used to obtain customer feedback; updating the questions that are asked of customers at each contact point.

Councillor Nigel Knapton
Portfolio Holder for Governance