

Statement by the Cabinet Portfolio Holder for Governance

4 April 2017

ICT

The online payment system for the green waste licences has been implemented on the website and has been used by a high percentage of participants.

The new Server Room (opposite Reprographics) has been completed. This is a purpose built room by a specialist company, with more resilience, more security and energy efficient. ICT moved all existing equipment from 2 existing Server Rooms to the new Room by the end of February.

Customer Services

Customer Services and Communications have been assisting the implementation of the garden waste charging service and also responding to customer's queries on Council Tax demand notices. For Green waste the self-serve take up and registration on-line has been high at 54% leaving 46% of customers either phoning or visiting the Civic Centre or area offices at Easingwold and Stokesley for support. In addition, the annual despatch of Council Tax and NNDR bills impacted on Monday 13 March 2017 which also coincided with the huge spike in garden waste queries. The provision of telephone and face to face support has been extremely intense. The Customer Services Team continue to provide excellent support to their customers – both internal and external - despite the challenging circumstances and they continue to interact with the customers at the high standards expected.

For February, benchmarking using the GovMetric showed that out of 70+ Councils, Hambleton were ranked 6th the place in face to face channel, 10th place in telephone channel and just outside 10th place for the web.

Parking

The Parking and Traffic Regulations Outside London (PATROL) executive committee, on which I represent this Council, met recently. The new online parking appeals system FOAM will be live in all member local authorities by the end of March. This is making the appeals process much easier for both appellants and officers as well as reducing the charge per ticket to authorities such as ourselves.

Design & Maintenance

A number of improvements have been completed at the Civic Centre to support the Council's responsibilities in relation to Health and Safety and Equality. These include a new secure area for storing refuse externally at the Civic Centre, a new ramp and lighting to improve accessibility into the Civic Centre and re-surfacing of the steps at the Civic entrance.

Springboard car park has been resurfaced to improve car parking at the Council workspace centre in Stokesley. Work commenced at the end of March to update the toilet facilities at the Civic Centre.

Electoral Services

A by-election will be taking place for High & Low Worsall Parish Council on Thursday 30 March. This election will be managed by the Hambleton team.

Work is ongoing in preparation for the County Council election taking place on Thursday 4 May. This authority will provide and staff all the polling stations in our district.