

## **Statement by the Cabinet Portfolio Holder for Governance**

**12 December 2017**

### **Design & Maintenance**

Work to improve the security and safety of the Civic Centre has been taking place and has included the installation of new doors and safety glass around the upper atrium. This is complemented by a new secure access system which is able to be upgraded to accommodate any future needs.

### **Customer Services & Communications**

The GovMetric System which monitors customer satisfaction levels for the Council shows consistently high results for customer service provided across the benchmarking of 75 local authorities.

The GovMetric System has been update during 2017/18 with an easier to use system being installed. During 2017/18, the Council has been in the top 10 placings across the three customer service channels – face to face, telephone and website.

Customer interactions by telephone and face to face show a slight fall since April 2017 at 11,927 to September 2017 at 10,529 with the channel shift showing a positive move to increased use of the website.

### **ICT**

ICT continues to support all service areas across the Council enabling them to provide efficient and effective delivery to customers.

Recent projects include the in house development of the:

- Garden Waste Second Year Subscription,
- automated consultee comments for planning application process
- installation of the Swim Tag solution into the Leisure Centres, to enable the public to record their distance that they swim

It is also worth noting that 'Hambleton.gov.uk' has been informed by the cabinet office that they are on the Government Whitelist which proves the Council have implemented "Guidance on Securing Government Email". This is a huge credit to the team, as this Council are the only local authority in Yorkshire and Humber area on the list.

### **PATROL**

Councillor Nigel Knapton attended the Parking and Traffic Regulations Outside London (PATROL) executive sub-committee on 31 October. The budget for the rest of the year was considered and it was agreed to reduce the per parking charge notice fee charged to Councils to 35p. This has been reduced over several years from 70p and highlights the efficiency savings that have been made especially by the online appeals system FOAM.

It was also reported that a Private Members Bill was currently being read which would give local authorities powers to take action against pavement parking which can cause great inconvenience for those with sight problems as well as wheelchair and pushchair users. It was also hoped that next year powers would also be extended country wide to local authorities to address the issue of littering from vehicles and that the committee may be involved in establishing the appeals process.

Private car parks have been a problem in many areas and work was underway to create a single code of practice for all private providers who wish to have access to the DVLA database for enforcement purposes. The committee was now responsible for the appeals on the new Mersey Gateway crossing free flow toll as well as the existing Dartford Crossing.

Councillor Mrs Isobel Sanderson  
Portfolio Holder for Governance