

Executive Annual Report 2016/17

Councillor James Leyshon

Cabinet Member and Portfolio Holder with responsibility for Property Services, Car Parking, ICT, Digital Strategy, Customer Services

Executive Membership

- Cabinet

Overview of Portfolio Responsibilities

Responsibility for Property Services, Car Parking, ICT, Digital Strategy, Customer Services

Corporate Plan Key Outcomes/Success Measures

Corporate Plan - Key Outcomes	Success Measures
Establish and implement the council's wider plans for 'digital' to understand and meet the changing needs of our communities.	<ul style="list-style-type: none">• Improve customer experience through the use of technology.• Review and refresh internal processes and systems to drive efficiency and cost savings.
The impact on the environment from Council operations and services will be minimised.	<ul style="list-style-type: none">• Install electric vehicle charging points in the district.• Reduce business travel mileage across all Council services.
The attractiveness and offer of the district as a place to visit or invest in will be improved.	<ul style="list-style-type: none">• Improve inward investment through the attractiveness of the district as a place to live and work.

Progress made during 2016/17

Car Parking

- RingGo cashless parking transactions will exceed 70,000 by the end of the financial year, the scheme is progressing well and uptake continues to be positive.
- Annual Review of Parking Fees and Charges completed and the most popular tariffs have been frozen for 2017/18.
- Council managed car park usage has recovered well after Storm Desmond in December 2015.
- Plans are well advanced for the resurfacing and improvement of West View Car Park and its entrance as part of the Connecting Victoria Street Project, as well as progress in establishing the Kingsway Car Park as a managed area.
- Further work is planned on the installation of Electric Vehicle Charging Points in 2017/18.
- Parking strategy for the District to be undertaken in 2017/18: this will be completed with input from both members and businesses across the district and will examine how the provision of adequate car parking will be achieved given future challenges and opportunities facing the authority.

Property

Corporate

- Work has continued within the property shared-service to further develop and improve the Council's asset management database.
- The new corporate arrangements for property compliance were

rolled out this year to ensure that all Council property meets statutory requirements reducing the Authorities exposure to risk.

- The centralisation of these critical tasks will also lead to improved value for money. The ultimate aim of the introduction of the corporate landlord role remains to provide much improved and coherent property management, information and systems.

Building projects

- This year has seen the continuation of the 5 year building work and repairs programme across our property and heritage assets as the work identified in the 2012 condition surveys moved into its fourth year.
- Urgent and high priority works and repairs were prioritised during the first year of the programme, and subsequent years have seen more focused activity on specific buildings. Once all the work on a particular building is complete, that building is then moved into the planned maintenance regime. This will deliver significant potential savings subsequently and improve the accuracy of financial planning in the years to come.

Commercial Land and Buildings

- Throughout the 2016/17 financial year the occupation rate across the Council's operational commercial property portfolio has remained at around 94% representing a relatively stable position and a good level of occupancy overall.
- Work is continuing with Robertson on the regeneration of St. Leonard's House. With both planning and listed building consent have been acquired during 2016/17 it is anticipated the work on site will commence towards the end of 2017.
- After initial difficulties in recruitment, capacity building within the

asset management team remains the highest priority. This is in order to ensure the comprehensive property review is conducted, ideally within the next year.

- Room bookings policy to be brought forward for decision shortly.

Energy Investment Grade Audit Programme

- During 2016/17, developments have continued with the energy investment grade audit programme with Carillion Breathe. The revised programme is expected to deliver savings in the region of £77K p.a. across 11 key buildings. Detailed design work is ongoing, with work expected to start on site during 2017.

Heysham Gateway

- Progress has been made on the delivery of a major employment-focused development by unlocking some under-used and poorly-performing land off Imperial Road in Middleton.

I.T. and Customer Services

Assisting with major projects

- Two major focuses of our efforts have been in providing the ICT element of work for the charging of Green Waste and redevelopment of Salt Ayre Leisure Centre. Especially with the latter the use of leading edge technology has greatly enhanced the experience of the users of the facility.

Digital

- Office 365 has been adopted to allow councillors to use their own personal devices for council business. This enables them to work for the community at times and locations that suit them best.

Office 365 is also being rolled out to council staff where there is an obvious business need.

- Roll-out of corporate and public Wi-Fi has commenced, initially at Lancaster Town Hall and Morecambe Town Hall meeting rooms. This allows councillors and staff access to the internet and corporate information, but also gives the public who are hiring our rooms internet access and gives students access to Eduroam.
- We have commenced a programme of training and development of senior staff in digital leadership and transformation, the output of which is being used to draft our digital strategy.

Infrastructure

- The ICT infrastructure is being continually improved. This year we have gone through procurement of new enterprise storage which will improve the efficiency of all computer systems hosted on premise. With the ground work carried out in preparation for the Office 365 project we are now looking to take the opportunities that cloud computing can offer.

Partnership working

- We have worked with Lancaster University to produce the iLancaster app allowing people access to information and services relative to their lives in the district. We have also piloted free Wi-Fi in three areas of the district under the title of City, Coast and Countryside: Lancaster Bus Station; Williamson Park; The Platform. The pilot is not yet complete but take up of both iLancaster and the free Wi-Fi are looking good: 29,000 registrations with 10,000 regular active users. iLancaster is a different sort of app to that of other councils in that it has been designed, so far, solely on the desires of the users where functionality is added by request rather than just being a vehicle for channel shift.

- The ICT Manager is now a core member of the Local Public Services CIO Council, giving Lancaster City Council a voice at the table of technical discussions with central government, the NHS, Police and other public sector bodies.
- We had a presence at the launch of Digital Lancaster and look forward to working with this group.
- We are one of a number of volunteer authorities who assisted the new National Cyber Security Centre (NCSC) with the format and content of its website.