

Briefing Note

Title: Visitor Process – Update for Confident, Capable, Council Scrutiny Panel

Date: 6 February

2019

Internal

Partner organisation

Public

Confidential

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Job Title:

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Intended Audience:

Purpose

This briefing note is an update on the management of visitors to the Civic Centre following 3Cs Scrutiny panel on 26 September 2019.

Overview and Update

Following the completion of the Futurespace project, a number of processes have been adapted to respond to a number of issues that were encountered and are summarised as:

- **Signing in Process**
 - An electronic signing in system (proxyclick) has been implemented where visitors register and are issued with an ID badge. This system also automatically alerts by email the person they have come to see that their visitor has arrived. The reception staff will also contact the meeting arranger by telephone.
 - The success of this system is reliant on the meeting organiser using the proxyclick system when arranging meetings with external visitors
 - This process does not apply however to members of the public attending open public meetings e.g. committees or Full Council.
 - Issues have previously been encountered with large meetings that include internal and external visitors with a staggered start for example: arrive from 12.30pm for refreshments with meeting to start at 1.30pm.
 - By working closely with meeting organisers customer services and facilities have been able to plan ahead to ensure resources are available to support attendees to the meetings.
 - There have recently been some technical issues encountered with the proxyclick system and customer services are currently reviewing alternative systems in conjunction with ICT and Facilities colleagues.

- **Public Meetings**

The public are not required to register when attending public meetings. Public meetings are managed in two ways:

 - **Public meetings held in Council Chamber and third floor Committee Rooms** are generally held outside of normal office hours, i.e. starting after 5pm.

Members of the public attending are greeted by the Keepers and directed to the third or fourth floor using the lifts, or by exception escorted to the relevant floor using the stairs if they are uncomfortable with lifts. When reaching the relevant floor, they will be met by a Council employee who will direct them to the correct room.

The number of Council employees deployed is dependent on the anticipated public attendance and discussions are held with Democratic Services prior to meetings taking place to assess this.

- **Public meetings held on the ground floor in Committee Room 5** – Licensing sub-committee meetings are currently being held in this room. This location allows public attendees to use the waiting area by the Business Reception and the Atrium.
 - Liaison between Democratic Services, Facilities and Customer Services have overcome most of the issues encountered when proxyclick was first introduced.
 - It is proposed to publicise public meetings using the digital display screens on the ground floor and that one digital display board is relocated from the ground floor to the third floor to enable the public meeting information to also be displayed on the third floor.
- **Mayoral, VIP and Special Events**

These events are generally arranged with advance notice and specific plans agreed with the Mayoral, Councillor Support, Customer Services and Facilities Management teams.

 - Currently visitors are able to access toilets on the third and fourth floors as the Mayoral and Democratic Services teams have passes which can be used on a temporary basis.
 - Facilities Management are currently reviewing the access restrictions from the lift access on the third floor to identify if there are any changes that could be implemented to remove the requirement for a pass to access toilets.

