

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

Minutes of a meeting of the Policy and Performance Portfolio Holder's Meeting held on
Monday, 8 February 2010 at 5.30 p.m.

Portfolio Holder: Tom Bygott

Also in attendance:

Officers:

Alex Colyer	Executive Director, Corporate Services
Paul Howes	Corporate Manager, Community and Customer Services
Adrian Burns	Head of Accountancy
Steve Rayment	Head of ICT
Paul Knight	Senior Policy and Performance Officer
Guy Moody	Democratic Services Officer

8. APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllrs James Hockney, Sebastian Kindersley and Hazel Smith.

9. DECLARATIONS OF INTEREST

There were no declarations of interest.

10. MINUTES OF PREVIOUS MEETING

The minutes of the meeting held on 14 January 2010 were agreed as a correct record.

There were no matters arising.

11. ICT CAPITAL PROGRAMME 2010/11

The Head of ICT introduced the ICT Capital Programme for 2010/11 – 2014/15.

The Portfolio Holder was advised that the schedule of ICT projects had been reviewed and revised by SMT prior to presentation to the Portfolio Holder. A number of high value projects had been removed from the list, while others had been deferred to later in the period.

The Portfolio Holder was further advised that the website upgrade project would focus on ensuring compliance with accessibility requirements and to offer a more comprehensive range of customer services. However the costs associated with the website replacement had been scheduled for 2011/12 to allow for a thorough review of user requirements and options in the marketplace.

In reply to a question the Portfolio Holder was advised that replacement of the Housing Management system had been delayed until the outcome of the housing transfer ballot had been known. The current system was ten years old and did not encompass the full functionality required. In addition this lack of functionality had also caused problems, and additional fees, at the year-end audit of the Housing function.

In reply to a further question the Portfolio Holder was advised that the costs shown on the plan included all necessary licenses, installation and staff training.

The Policy and Performance Portfolio Holder **RECOMMENDED TO CABINET** the ICT Capital Programme 2010/11 – 2014/15.

12. REVIEW OF CUSTOMER COMPLIMENTS, COMMENTS & COMPLAINTS PROCEDURE

The Customer Service Coordinator introduced a report to propose a policy to support the Council's current procedures for the handling of complaints, comments and compliments.

The Portfolio Holder was advised that the proposed policy would gather together existing strands of customer management and offer a clear definition of the process along with officer roles and responsibilities.

In reply to a question the Portfolio Holder was advised that it was not proposed to change the targets for dealing with complaints at this stage.

In reply to a further question the Portfolio Holder was advised that it was possible to invoke the 'handling unreasonable complaints' procedure at any stage in the process.

The Policy and Performance Portfolio Holder **APPROVED** the Handling of Complaints, Comments and Compliments Policy, as detailed at appendix 1 of the report, and **AGREED** that it be adopted as Council policy.

13. FORWARD PLAN

The Portfolio Holder **NOTED** the Forward Plan.

14. DATE OF NEXT MEETING

The Portfolio Holder **NOTED** the date of the next meeting as Thursday 11 March 2010.

The Meeting ended at 5.58 p.m.
