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Monday 8 February 2010

To: Councillor Tom Bygott, Portfolio Holder

James Hockney  
Sebastian Kindersley

Scrutiny Monitor  
Opposition Spokesman

Dear Sir / Madam

You are invited to attend the next meeting of **POLICY AND PERFORMANCE PORTFOLIO HOLDER'S MEETING**, which will be held in **MONKFIELD ROOM, FIRST FLOOR** at South Cambridgeshire Hall on **MONDAY, 8 FEBRUARY 2010** at **5.30 p.m.**

Yours faithfully  
**GJ HARLOCK**  
Chief Executive

**Requests for a large print agenda must be received at least 48 hours before the meeting.**

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<b>AGENDA</b>		<b>PAGES</b>
<b>PROCEDURAL ITEMS</b>		
<b>1. Declarations of Interest</b>		
<b>2. Minutes of Previous Meeting</b>	The Portfolio Holder is asked to sign the minutes of the meeting held on Thursday 14 January 2010, as a correct record.	<b>1 - 4</b>
<b>RECOMMENDATIONS TO CABINET / COUNCIL</b>		
<b>3. ICT Capital Programme 2010/11</b>		<b>5 - 12</b>
<b>DECISION ITEMS</b>		
<b>4. Review of Customer Compliments, Comments &amp; Complaints Procedure</b>		<b>13 - 26</b>
<b>STANDING ITEMS</b>		
<b>5. Forward Plan</b>	The Portfolio Holder will maintain, for agreement at each meeting, a Forward Plan identifying all matters relevant to the Portfolio which it is believed are likely to be the subject of consideration and / or decision by the Portfolio Holder, or recommendation to, or referral by, the Portfolio Holder to Cabinet, Council, or any other constituent part of the Council. The plan will be updated as necessary. The Portfolio Holder will be responsible for the content and accuracy of the forward plan.	<b>27 - 28</b>

**6. Date of Next Meeting**

The next meeting will be held on Thursday 11 March 2010 at 11am in the Jeavons Room.

## **GUIDANCE NOTES FOR VISITORS TO SOUTH CAMBRIDGESHIRE HALL**

While the District Council endeavours to ensure that visitors come to no harm when visiting South Cambridgeshire Hall, those visitors also have a responsibility to make sure that they do not risk their own or others' safety.

### **Increased hygiene at South Cambridgeshire Hall**

In light of the swine flu pandemic, we have intensified our usual cleaning routines in council buildings. We have also introduced hand gel dispensers throughout the offices, including public areas. When visiting South Cambridgeshire Hall you are encouraged to use these facilities if and when required to help limit the spread of flu.

### **Security**

Members of the public attending meetings in non-public areas of the Council offices must report to Reception, sign in, and at all times wear the Visitor badges issued. Before leaving the building, such visitors must sign out and return their Visitor badges to Reception.

### **Emergency and Evacuation**

In the event of a fire, a continuous alarm will sound. Evacuate the building using the nearest escape route; from the Council Chamber or Mezzanine viewing gallery this would be via the staircase just outside the door. Go to the assembly point at the far side of the staff car park.

- **Do not** use the lifts to exit the building. If you are unable to negotiate stairs by yourself, the emergency staircase landings are provided with fire refuge areas, which afford protection for a minimum of 1.5 hours. Press the alarm button and wait for assistance from the Council fire wardens or the fire brigade.
- **Do not** re-enter the building until the officer in charge or the fire brigade confirms that it is safe to do so.

### **First Aid**

If someone feels unwell or needs first aid, please alert a member of staff.

### **Access for People with Disabilities**

The Council is committed to improving, for all members of the community, access to its agendas and minutes. We try to take all circumstances into account but, if you have any specific needs, please let us know, and we will do what we can to help you. All meeting rooms are accessible to wheelchair users. There are disabled toilet facilities on each floor of the building. Hearing loops and earphones are available from reception and can be used in all meeting rooms.

### **Toilets**

Public toilets are available on each floor of the building next to the lifts.

### **Recording of Business**

Unless specifically authorised by resolution, no audio and / or visual or photographic recording in any format is allowed at any meeting of the Council, the executive (Cabinet), or any committee, sub-committee or other sub-group of the Council or the executive.

### **Banners, Placards and similar items**

No member of the public shall be allowed to bring into or display at any Council meeting any banner, placard, poster or other similar item. The Chairman may require any such item to be removed.

### **Disturbance by Public**

If a member of the public interrupts proceedings, the Chairman will warn the person concerned. If they continue to interrupt, the Chairman will order their removal from the meeting room. If there is a general disturbance in any part of the meeting room open to the public, the Chairman may call for that part to be cleared.

### **Smoking**

Since 1 July 2008, the Council has operated a new Smoke Free Policy. Visitors are not allowed to smoke at any time within the Council offices, or in the car park or other grounds forming part of those offices.

### **Food and Drink**

Vending machines and a water dispenser are available on the ground floor near the lifts at the front of the building. Visitors are not allowed to bring food or drink into the meeting room.

### **Mobile Phones**

Visitors are asked to make sure that their phones and other mobile devices are set on silent / vibrate mode during meetings or are switched off altogether.

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**SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL**

Minutes of a meeting of the Policy and Performance Portfolio Holder's Meeting held on Thursday, 14 January 2010 at 11.00 a.m.

Portfolio Holder: Tim Wotherspoon

**Officers:**

Patrick Adams  
Paul Howes

Senior Democratic Services Officer  
Corporate Manager, Community and Customer Services

Steve Rayment  
Sally Smart

Head of ICT  
Principal Accountant Financial & Systems

**1. DECLARATIONS OF INTEREST**

None.

**2. MINUTES OF PREVIOUS MEETING**

The minutes of the meeting held on 12 November 2009 were agreed as a correct record.

**3. CAPITAL & REVENUE ESTIMATES FOR THE POLICY AND PERFORMANCE PORTFOLIO 2010/11**

The Principal Accountant Finance & Systems presented this report on the Revenue Estimates up to the year 2010/11. She explained that overall the estimate had been £360 within the approved target.

**ICT estimates**

The Policy and Performance Portfolio holder suggested that in future the ICT budgetary figures be included with this portfolio's estimates, as well as those of the Finance and Staffing portfolio. The Principal Accountant Finance & Systems explained that this would require the ICT estimates to be completed a month earlier than usual to allow them to be discussed at both portfolio holder meetings.

The Policy and Performance Portfolio Holder

**RECOMMENDED TO CABINET** the Revenue Estimates as laid out in Appendix A of the report.

**4. DRAFT ICT SERVICE PLAN 2010/11**

The Head of ICT presented this report on the Draft ICT Service Plan for 2010/11 and he made the following points.

**ICT Review**

The ICT Review would be concluded by the end of March, with all the new post holders in place on 1 February 2010.

**ICT XP Upgrade**

30 more units needed to be replaced to complete the ICT upgrade to MS Windows XP. It was noted that the current windows package would be supported by Microsoft until April 2014.

**Disaster Recovery Strategy**

A disaster recovery strategy was in place that would ensure that the Council would be able to receive replacement units in 4 hours and then set them up with the backed-up data in 24 hours.

**Government Connect programmes**

The Government Connect programme (v3.0) had been successfully implemented and that a revised compliance requirement (v.4.x) would soon have to be introduced to meet the required target date of August 2010.

**Shared service**

Extra ICT resources might be required to facilitate the proposed shared Revenues and Benefits service.

**Service Plan format**

The Corporate Manager for Community and Customer Services explained that the format for Service Plans for 2011/12 would use a different template, as recommended by Improvement East and the Audit Commission.

The Policy and Performance portfolio holder **NOTED** the draft ICT Service Plan 2010/11.

**5. DRAFT COMMUNITY AND CUSTOMER SERVICES SERVICE PLAN**

The Corporate Manager for Community and Customer Services introduced the draft Community and Customer Services Service Plan.

**Satisfaction rates**

The Policy and Performance Portfolio Holder expressed concern at the reality gap between the public's high satisfaction rate for the Council's services and the disappointing satisfaction rate with the Council. The following explanations for this were provided:

- There was a similar discrepancy for other authorities.
- There was a lack of awareness of the different responsibilities for district and county councils
- Media influence
- Many did not understand that the authority which collected the Council Tax did not receive it all.
- The disparate population made it harder to communicate.

**Comprehensive Area Assessment**

The Policy and Performance Portfolio Holder stated that he was pleased with the narrative of the CAA, but disappointed with the 2 out of 4 scores. The Corporate Manager for Community and Customers Services suggested that the Council needed to be more proactive in promoting its achievements and achieving its targets. The Policy and Performance Portfolio Holder supported the idea of carrying out a self-assessment. It was noted that the Conservative Party had stated that they would replace the CAA with a different assessment system if elected.

**CorVu**

It was hoped that all Cabinet members would become regular users of the CorVu system and it was suggested that this could be achieved by making the CorVu site their homepage when they log into Insite.

The Policy and Performance Portfolio Holder **NOTED** the report.

**6. FORWARD PLAN**

The Policy and Performance Portfolio Holder stated that writing a job description for portfolio holders would help with succession planning and so would remain on the Forward Plan.

The following items were added to the Plan:

- The ICT Strategy for March
- The ICT Security Policy for September
- Customer Satisfaction Survey Results for November
- CAA framework for March's meeting

With these amendments the Policy and Performance Portfolio Holder **NOTED** the report.

**7. DATE OF NEXT MEETING**

It was **noted** that the next meeting would be held on Thursday 11 March at 11am in the Jeavons Room.

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**The Meeting ended at 12.10 p.m.**

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<b>CAPITAL PROGRAMME</b>								
(at outturn prices, with grants adjusted to commitments basis)								
Actual		Estimate	Revised	Estimate	Estimate	Estimate	Estimate	Estimate
2008/2009		2009/2010	2009/2010	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015
£		£	£	£	£	£	£	£
1,703,839	General Fund	2,321,100	2,495,040	3,388,600	2,147,600	1,782,600	1,632,600	1,642,600
9,299,537	Housing Revenue Account	8,175,470	7,175,470	4,303,160	3,230,000	3,230,000	3,230,000	3,230,000
11,003,376	<b>Total Capital Expenditure</b>	<b>10,496,570</b>	<b>9,670,510</b>	<b>7,691,760</b>	<b>5,377,600</b>	<b>5,012,600</b>	<b>4,862,600</b>	<b>4,872,600</b>
	Financed by :							
(7,246,627)	Capital Receipts	(5,924,570)	(4,763,780)	(2,167,600)	(1,422,600)	(1,135,630)	(750,000)	(750,000)
(3,723,074)	Grants & Contributions	(4,166,500)	(4,294,130)	(4,479,660)	(3,795,000)	(3,710,000)	(3,710,000)	(3,700,000)
(72,732)	Reserves	(5,500)	(82,100)	(1,044,500)	(160,000)	0	0	0
0	Housing Revenue Account (Revenue Contribution)	(400,000)	(400,000)	0	0	0	0	0
0	General Fund (Revenue Contribution)	0	(130,500)	0	0	0	0	0
39,057	Financing Adjustment	0	0	0	0	0	0	0
(11,003,376)		(10,496,570)	(9,670,510)	(7,691,760)	(5,377,600)	(4,845,630)	(4,460,000)	(4,450,000)
0	Proposed use of Housing and Planning Delivery Grant	0	0	0	0	(166,970)	(402,600)	(422,600)
(11,003,376)	<b>Total Capital Financing</b>	<b>(10,496,570)</b>	<b>(9,670,510)</b>	<b>(7,691,760)</b>	<b>(5,377,600)</b>	<b>(5,012,600)</b>	<b>(4,862,600)</b>	<b>(4,872,600)</b>
	Capital Receipts							
(9,288,548)	brought forward	(4,024,570)	(4,319,610)	(1,275,830)	(658,230)	(385,630)	0	0
	received in year from							
(341,874)	RTB sales	(1,200,000)	(1,000,000)	(1,200,000)	(1,400,000)	(1,600,000)	(1,800,000)	(2,000,000)
(2,598,976)	Equity Share Sales	(3,000,000)	(2,000,000)	(1,800,000)	(1,600,000)	(1,400,000)	(1,200,000)	(1,000,000)
(307,650)	Other	0	(70,000)	0	0	0	0	0
970,814	transferred to CLG pool	2,300,000	1,350,000	1,450,000	1,850,000	2,250,000	2,250,000	2,250,000
7,246,627	used in year to finance expenditure	5,924,570	4,763,780	2,167,600	1,422,600	1,135,630	750,000	750,000
0	transfer to/(from) reserve	0	0	0	0	0	0	0
(4,319,607)	<b>Capital Receipts Year End Balance</b>	<b>0</b>	<b>(1,275,830)</b>	<b>(658,230)</b>	<b>(385,630)</b>	<b>0</b>	<b>0</b>	<b>0</b>

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CAPITAL PROGRAMME								
HOUSING REVENUE ACCOUNT								
( at outturn prices)								
Actual		Estimate	Revised	Estimate	Estimate	Estimate	Estimate	Estimate
2008/2009		2009/2010	2009/2010	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015
£		£	£	£	£	£	£	£
	Capital Expenditure							
1,469,785	Acquisition of Existing Dwellings	3,000,000	2,000,000	1,000,000	0	0	0	0
7,795,752	Improvement of Housing Stock	5,107,470	5,107,470	3,303,160	3,230,000	3,230,000	3,230,000	3,230,000
34,000	Cash Incentive Grants	68,000	68,000	0	0	0	0	0
<b>9,299,537</b>	<b>HRA Capital Expenditure</b>	<b>8,175,470</b>	<b>7,175,470</b>	<b>4,303,160</b>	<b>3,230,000</b>	<b>3,230,000</b>	<b>3,230,000</b>	<b>3,230,000</b>
	Financed by:							
(6,109,723)	Capital Receipts	(4,468,470)	(3,468,600)	(1,000,000)	0	0	0	0
(3,178,408)	Major Repairs Allowance	(3,287,000)	(3,286,870)	(3,275,660)	(3,200,000)	(3,200,000)	(3,200,000)	(3,200,000)
0	Revenue Contribution to Capital Outlay	(400,000)	(400,000)	0	0	0	0	0
(7,896)	Housing Capital Grant	0	0	0	0	0	0	0
(3,510)	Other Grants & Contributions Receivable	(20,000)	(20,000)	(27,500)	(30,000)	(30,000)	(30,000)	(30,000)
<b>(9,299,537)</b>		<b>(8,175,470)</b>	<b>(7,175,470)</b>	<b>(4,303,160)</b>	<b>(3,230,000)</b>	<b>(3,230,000)</b>	<b>(3,230,000)</b>	<b>(3,230,000)</b>

CAPITAL PROGRAMME - GENERAL FUND										
(at outturn prices, with grants adjusted to commitments basis)										
Actual			Estimate	Revised	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
2008/2009			2009/2010	2009/2010	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015	2014/2015
£			£	£	£	£	£	£	£	£
<b>Finance &amp; Staffing Portfolio</b>										
40,241	+	Overflow Car Parking	0	9,990	0	0	0	0	0	0
600	+	Computer Equipment re CT Efficiency Savings	0	3,400	0	0	0	0	0	0
0	+	Waterbeach Telephone Improvements	0	0	0	0	0	0	0	0
0	+	South Cambs Hall - Internal Vestibule Area	0	0	10,000	0	0	0	0	0
40,841			0	13,390	10,000	0	0	0	0	0
<b>Policy &amp; Performance Portfolio</b>										
329,634	+	ICT Development	605,500	233,950	274,000	394,000	199,000	179,000	189,000	189,000
329,634			605,500	233,950	274,000	394,000	199,000	179,000	189,000	189,000
<b>Planning Portfolio</b>										
<b>Conservation:</b>										
Historic Buildings (inc. War Memorials) and										
42,359		Conservation Area Enhancement Scheme Grants	42,600	42,600	42,600	42,600	42,600	42,600	42,600	42,600
0		St Denis Church, East Hatley	22,000	0	22,000	0	0	0	0	0
4,400		Archaeology Grants	4,400	4,400	4,400	4,400	4,400	4,400	4,400	4,400
10,452		Wildlife Enhancement Scheme	10,500	10,500	10,500	10,500	10,500	10,500	10,500	10,500
9,218		Tree and Hedge Partnership/Parish Planting	14,500	14,500	14,500	14,500	14,500	14,500	14,500	14,500
11,600		Parish Paths Initiative	11,600	11,600	11,600	11,600	11,600	11,600	11,600	11,600
<b>Other Planning:</b>										
643	+	ICT Development	128,000	85,000	0	0	0	0	0	0
78,672			233,600	168,600	105,600	83,600	83,600	83,600	83,600	83,600

Actual 2008/2009 £			Estimate 2009/2010 £	Revised 2009/2010 £	Estimate 2010/2011 £	Estimate 2011/2012 £	Estimate 2012/2013 £	Estimate 2013/2014 £	Estimate 2014/2015 £
<b>Environmental Services Portfolio</b>									
Integrated Residual & Green Waste Coll. Service									
138,505	+	Waste Collection Vehicles	0	5,500	0	0	0	0	0
152,456	+	Kerbside Recycling Boxes	0	0	0	0	0	0	0
0	+	Wheeled Bins	0	0	1,509,000	0	0	0	0
Awarded Watercourses									
0	+	Tractor	0	48,500	0	0	0	0	0
0	+	Flail Mowers	0	33,600	0	70,000	0	0	0
0	+	Excavator	0	0	0	90,000	0	0	0
Street Cleansing									
0	+	Swingo Street Sweepers	0	0	0	65,000	130,000	0	0
0	+	Lay-By Litter Bins	17,000	17,000	0	0	0	0	0
Environmental Protection									
0	+	Air Quality Monitoring Equipment	50,000	50,000	0	0	0	0	0
0	+	Emissions Inventory	0	0	0	0	0	0	0
0		Housing Renewal Scheme	100,000	110,000	100,000	100,000	100,000	100,000	100,000
Improvement Grants/Loans									
0		Renovation	0	0	0	0	0	0	0
99,315		Home Repairs Assistance	100,000	125,000	100,000	100,000	100,000	100,000	100,000
		Disabled Facilities							
607,656		Mandatory	660,000	712,000	660,000	660,000	660,000	660,000	660,000
10,089		Discretionary	10,000	10,000	10,000	10,000	10,000	10,000	10,000
1,008,021			937,000	1,111,600	2,379,000	1,095,000	1,000,000	870,000	870,000
<b>Housing Portfolio</b>									
6,671	+	Capital Apportionments of HRA Expenditure	10,000	10,000	10,000	10,000	10,000	10,000	10,000
0		Grants to RSLs	250,000	145,000	250,000	250,000	250,000	250,000	250,000
6,671			260,000	155,000	260,000	260,000	260,000	260,000	260,000
<b>New Communities Portfolio</b>									
0		Climate Change	25,000	25,000	100,000	75,000	0	0	0
93,248		Village Sports Facilities	100,000	100,000	100,000	100,000	100,000	100,000	100,000
106,752		Community Facilities	100,000	100,000	100,000	100,000	100,000	100,000	100,000
40,000		Arts Capital Grants	40,000	40,000	40,000	40,000	40,000	40,000	40,000
0		Growth Area	0	87,870	0	0	0	0	0
240,000			265,000	352,870	340,000	315,000	240,000	240,000	240,000

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CAPITAL PROGRAMME - GENERAL FUND									
(at outturn prices, with grants adjusted to commitments basis)									
Actual 2008/2009 £		Estimate 2009/2010 £	Revised 2009/2010 £	Estimate 2010/2011 £	Estimate 2011/2012 £	Estimate 2012/2013 £	Estimate 2013/2014 £	Estimate 2014/2015 £	
	<b>Leader's Portfolio</b>								
0	Connections Youth Bus	0	140,000	0	0	0	0	0	0
0	Good Neighbour Scheme	0	4,000						
0	Dial-a-Ride Minibus	0	30,000	0	0	0	0	0	0
0	Local Strategic Partnership Projects	20,000	24,630	20,000	0	0	0	0	0
0		20,000	198,630	20,000	0	0	0	0	0
	<b>Other - Approved by Cabinet</b>								
0	Grant to Cambridge Sports Late Trust	0	261,000	0	0	0	0	0	0
0		0	261,000	0	0	0	0	0	0
<b>1,703,839</b>	<b>Gross Capital Expenditure ( General Fund )</b>	<b>2,321,100</b>	<b>2,495,040</b>	<b>3,388,600</b>	<b>2,147,600</b>	<b>1,782,600</b>	<b>1,632,600</b>	<b>1,642,600</b>	
CAPITAL PROGRAMME - GENERAL FUND									
(at outturn prices, with grants adjusted to commitments basis)									
Actual 2008/2009 £		Estimate 2009/2010 £	Revised 2009/2010 £	Estimate 2010/2011 £	Estimate 2011/2012 £	Estimate 2012/2013 £	Estimate 2013/2014 £	Estimate 2014/2015 £	
<b>1,703,839</b>	<b>Gross Capital Expenditure ( General Fund )</b>	<b>2,321,100</b>	<b>2,495,040</b>	<b>3,388,600</b>	<b>2,147,600</b>	<b>1,782,600</b>	<b>1,632,600</b>	<b>1,642,600</b>	
668,750	Analysed by: Fixed Assets	810,500	496,940	1,803,000	629,000	339,000	189,000	199,000	
1,035,089	Deferred Charges	1,510,600	1,998,100	1,585,600	1,518,600	1,443,600	1,443,600	1,443,600	
<b>1,703,839</b>	<b>Gross Capital Expenditure ( General Fund )</b>	<b>2,321,100</b>	<b>2,495,040</b>	<b>3,388,600</b>	<b>2,147,600</b>	<b>1,782,600</b>	<b>1,632,600</b>	<b>1,642,600</b>	

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CAPITAL PROGRAMME - GENERAL FUND									
(at outturn prices, with grants adjusted to commitments basis)									
Actual		Estimate	Revised	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
2008/2009		2009/2010	2009/2010	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015	
£		£	£	£	£	£	£	£	£
	Financed by:								
(1,136,904)	Capital Receipts	(1,456,100)	(1,295,180)	(1,167,600)	(1,422,600)	(1,135,630)	(750,000)	(750,000)	
(244,000)	Specified Government Grant (DCLG)	(235,000)	(238,400)	(240,000)	(200,000)	(200,000)	(200,000)	(200,000)	
0	Specified Government Grant (LSP)	(45,000)	(223,630)	(120,000)	(75,000)	0	0	0	
	Specified Government Grant (CH)	(55,000)	(95,000)	0	0	0	0	0	
(138,505)	Partnership Funding - Wheeled Bins	0	0	(500,000)	0	0	0	0	
0	106 Agreement Contribution (ring fenced for Housing)	(250,000)	(145,000)	(250,000)	(250,000)	(250,000)	(250,000)	(250,000)	
(109,404)	Housing Capital Grant	(80,000)	(66,860)	(50,000)	(40,000)	(30,000)	(30,000)	(20,000)	
0	Growth Area Grant	0	0	0	0	0	0	0	
0	English Heritage Grant	(16,500)	0	(16,500)	0	0	0	0	
	Cambridshire County Council	0	(130,500)	0	0	0	0	0	
(40,708)	Other Grant	0	(87,870)	0	0	0	0	0	
(643)	Housing & Planning Delivery Grant	(178,000)	0	0	0	(166,970)	(402,600)	(422,600)	
(72,732)	Reserves	0	(82,100)	(1,039,000)	(160,000)	0	0	0	
0	Historic Buildings Preservation Fund	(5,500)	0	(5,500)	0	0	0	0	
	Revenue	0	(130,500)	0	0	0	0	0	
39,057	Net Capital Financing Adjustment (Other)	0	0	0	0	0	0	0	
(1,703,839)	Total Capital Financing	(2,321,100)	(2,495,040)	(3,388,600)	(2,147,600)	(1,782,600)	(1,632,600)	(1,642,600)	

<u>Cost Centre Managers for Capital Programme</u>							
							<u>Cost Centre</u>
							<u>Manager</u>
<b>Housing Revenue Account</b>							
					Aquisition of Existing Dwellings		A Goddard
					Improvement of Housing Stock		A Goddard & T.Cassidy
					Cash Incentive Grants		A Goddard
<b>General Fund</b>							
<b>Finance &amp; Staffing Portfolio</b>							
					Overflow Car Parking/South Cambs Hall		G Middleton
					Waterbeach Telephone Improvements		S. Rayment
<b>Policy and Performance Portfolio</b>							
					ICT Development		S. Rayment
<b>Planning Services Portfolio</b>							
					<b>Conservation:</b>		D.Bevan
					<b>Other Planning Services:</b>		G.Jones
<b>Environmental Services Portfolio</b>							
							D. Robinson
<b>Housing Portfolio</b>							
					Capital Apportionments of HRA Expenditure		A Goddard
					Grants to RSLs		M.Knight
<b>New Communities Portfolio</b>							
					Village Sports Facilities		J. Thompson
					Community Facilities		J. Thompson
					Arts Capital Grants		J. Thompson
					Climate Change		R. Hales
<b>Leaders Portfolio</b>							
							Gemma Barron

<b>MEMORANDUM CAPITAL PROGRAMME - GENERAL FUND</b>				
<b>Uncommitted grant balances brought forward from previous years</b>				
The following uncommitted balances of capital grant budgets have been built up from contributions in previous years to earmarked reserves. They are made available for commitment during 2009/10 or later years, in addition to the figures in the main capital programme:-				
				Uncommitted Balance as at 01/04/09 £
<b>Planning</b>				
<b>Conservation Grants:</b>				
	Heritage Initiatives			29,061
	Historic Buildings Grants,	)		
	Conservation Area Enhancement Schemes,	)		1,498
	War Memorial Repair and Restoration Grants	)		
	Historic Buildings Preservation Fund			54,622
Total Uncommitted Capital Grants Allocations b/fwd 01/04/09				85,181



**SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL**

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<b>REPORT TO:</b>	Councillor Tom Bygott	08 February 2010
<b>AUTHOR/S:</b>	Paul Knight - Customer Service Coordinator	

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**HANDLING OF COMPLAINTS, COMMENTS AND COMPLIMENTS POLICY****Purpose**

1. The purpose of this report is to propose a policy to support the Council's current procedures for the handling of complaints, comments and compliments.
2. This is not a key decision.

**Executive Summary**

3. The Portfolio Holder is asked to agree the policy attached in **APPENDIX 1** for adoption and publication.

**Background**

4. The Council publishes corporate customer service standards, which clearly set out what customers can expect from the Council, including a formal complaints procedure. Whilst this procedure has been implemented throughout the Council, a need for detailed guidance for officers and Members has been identified.
5. The policy has been created to provide clear and concise information for both officers and Members in relation to the handling of complaints, comments and compliments.

**Considerations**

6. Customer views are important to the Council, they help shape services to support the needs of the community. Providing insight into what the Council does well and where improvements can be made enables the Council to provide a responsive service that changes and adapts with the needs of its customers. A formal policy for the handling of complaints, comments and compliments is needed to ensure all feedback is captured.
7. In the event of a complaint the Council will endeavour to resolve a problem at the time it is brought to its attention, within the constraints that apply and to the customer's satisfaction. Where this is not possible the formal policy for the handling of complaints should be applied.
8. The Local Government Ombudsman will not usually investigate complaints unless the Council has been given the opportunity to conduct an investigation under its formal procedure. The Local Government Ombudsman expects the Council to address complaints in a positive manner and does not look favourably on Councils who fail to apply their procedure consistently.

**Options**

9. The Council needs to have a policy in place to support its current procedures. To meet customer expectations and to gain the maximum value from feedback, officers and Members must be fully aware of the systems in place and the Council's commitment to its customer service standards.

**Implications**

10. Financial	Decisions by the Local Government Ombudsman could have financial implications for the Council.
Legal	None
Staffing	None
Risk Management	There is reputational risk if complaints and comments are not dealt with in line with the Council's procedures.
Equal Opportunities	All complainants, comments and compliments will be dealt with in a fair and open manner.

**Consultations**

11. The Handling Complaints, Comments and Compliments Policy has been endorsed by the Service First Steering Group and Executive Management Team and is now recommended for Portfolio Holder approval.

**Effect on Strategic Aims**

12.	<b>Commitment to being a listening council, providing first class services accessible to all.</b>
	The Handling Complaints, Comments and Compliments Policy provides a structure for recording and responding to customer feedback. Information provided can and will be used to further improve services.

**Recommendations**

13. That the Handling of Complaints, Comments and Compliments Policy detailed in **APPENDIX 1** be adopted as Council policy.

**Background Papers:** the following background papers were used in the preparation of this report:

None

**Contact Officer:** Paul Knight – Customer Service Coordinator  
Telephone: (01954) 713299

**Appendix 1 – Handling Complaints, Comments & Compliments Policy**



# **Handling of Customer Complaints Comments and Compliments**

Corporate Policy Document

January 2010

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## **1. Introduction**

South Cambridgeshire District Council is committed to providing excellent customer service and aims to be a listening council, providing first class services to all.

The views of our customers are important to the Council, they help us shape services to support the needs of our communities. Providing insight into what we are doing well and where we can improve enables the Council to provide a responsive service that changes and adapts with the needs of customers.

Committed to improving services and providing excellent customer service, the Council will treat complaints, comments and compliments with respect and seek to understand the customer's point of view.

The Council will endeavour to resolve problems at the time they are brought to attention, within the constraints that apply and to the customer's satisfaction. Where this is not possible the formal complaints procedure should be applied.

## **2. Scope**

This document sets out how South Cambridgeshire District Council manages and responds to complaints, comments and compliments.

This policy supports the Customer Service Strategy and is linked with the Handling of Unreasonable or unreasonably Persistent Complaints Policy.

## **3. Complaints, comments and compliments – Definitions**

### **3.1 Complaint**

A complaint is an expression of dissatisfaction or concern, however made, about the standard of service, actions or lack of actions by the District Council and its staff, affecting an individual customer or group of customers.

A complaint is not a service request. A service request is defined as a customer contact that for the first time brings a matter to the Council's attention and requests a service offered by the council.

### **3.2 Comment**

A comment can be described as a volunteered personal opinion or belief, feedback or remark expressed by a customer. Unless specifically requested, there is not an automatic assumption that the Council will reply to comments. However, where it is felt appropriate or where the customer indicates they expect a reply, this should be sent within 10 working days.

### **3.3 Compliment**

A compliment is defined as a customer statement of positive recognition or praise for a service or member of staff.

## **4. Complaints, comments and compliments – Process**

### **4.1 Complaints Process**

The complaints process has a three stage structure. Stage one and two complaints are investigated by the Council, stage three complaints are investigated by the Local Government Ombudsman.

In all circumstances the Council will act in accordance with its values; Trust, Mutual Respect, Customer Service, Commitment to improving services.

Officers responding to complaints are encouraged to speak with complainants during the investigation of the complaint to help gain a greater understanding of the complainant's point of view.

#### **Stage 1**

Stage one complaints will be registered and acknowledged (within three working days) by the Customer Service Coordinator.

Registered complaints will be passed to the appropriate Corporate Manager, who will review the complaint and either respond personally or arrange for the appropriate Service Manager to respond (within 10 working days of acknowledgement). All stage one responses will be signed by the Corporate Manager, or in absence of a Corporate Manager a Service Manager.

The Corporate Manager or Service Manager will send the response directly to the complainant, providing a copy of the response to the Customer Service Coordinator.

#### **Stage 2**

A complaint will enter stage two of the process if the complainant advises that they are dissatisfied with the result of stage one. In exceptional circumstances a complaint may be escalated to stage two in the first instance.

Stage two complaints will be registered and acknowledged (within three working days) by the Customer Service Coordinator.

Registered complaints will be passed to the appropriate member of the Senior Management Team, who will review the complaint and liaise with the appropriate Corporate Manager and/or Service Manager.

The Senior Management Team member will send the response directly to the complainant (within 20 working days of acknowledgement), providing a copy of the response to the Customer Service Coordinator. All stage two responses will be signed by a member of the Senior Management Team.

#### **Stage 3**

If a complainant is dissatisfied with the outcome of the stage two complaint they may wish to enter stage three of the complaints process and contact the Local Government Ombudsman directly.

Responding to Complaints, Comments and Compliments

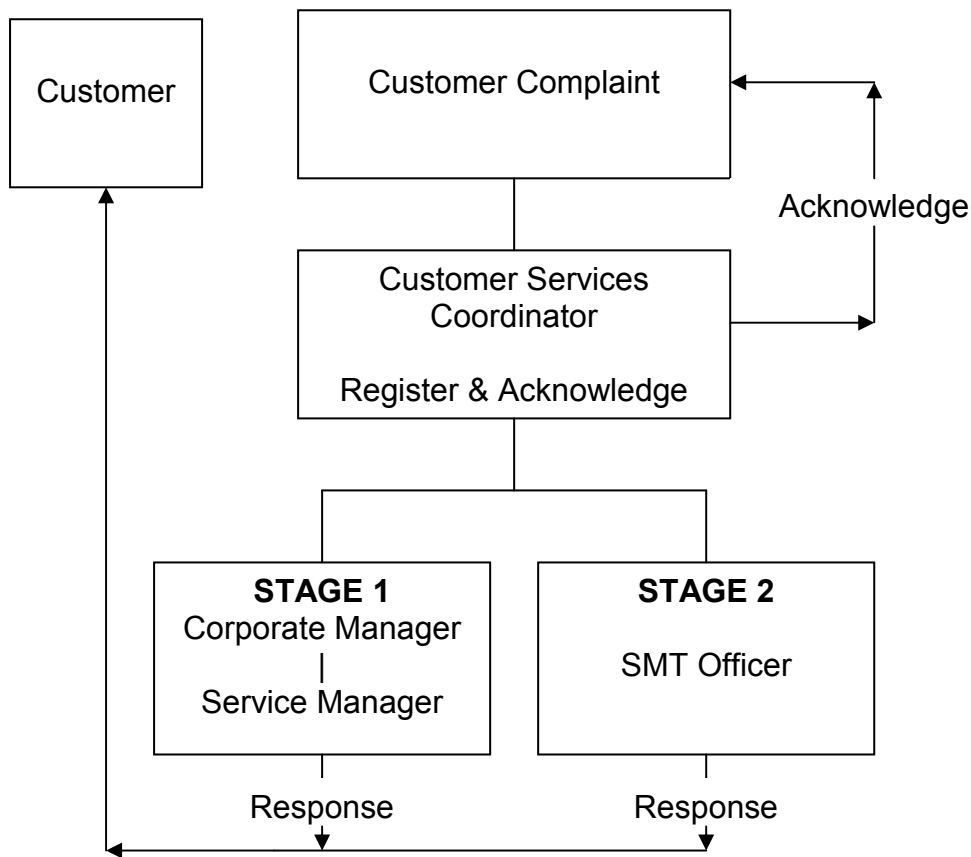
A complainant may approach the Local Government Ombudsman at any stage of the complaints process, although the Ombudsman will not usually investigate complaints unless the Council has had an opportunity to investigate at stages one and two first.

Stage three complaints will be registered and acknowledged (within three working days) by the Customer Service Coordinator.

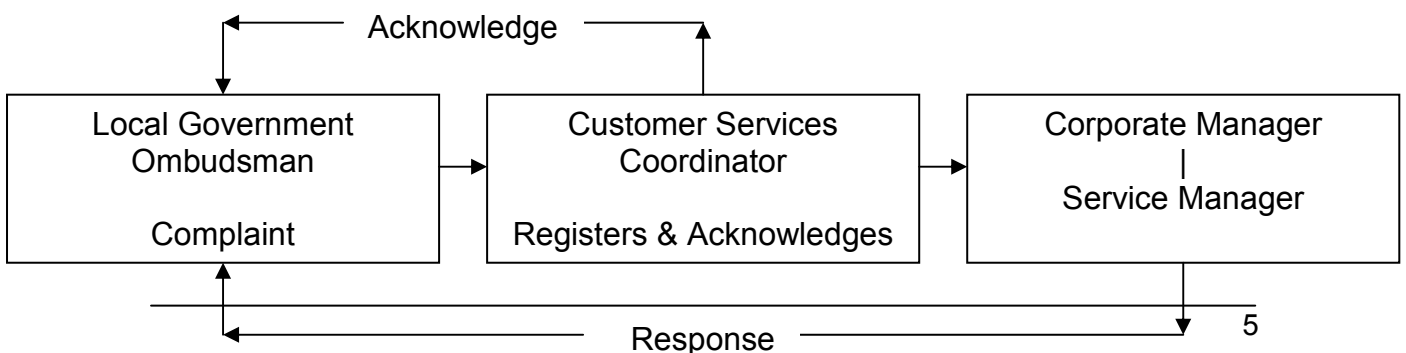
Registered complaints will be passed to the appropriate Corporate Manager, who will review the complaint and either respond personally or arrange for the appropriate Service Manager to respond within 28 days. Note the response deadline is 28 days not 28 working days. All stage three responses will be signed by the Corporate Manager, or in absence of a Corporate Manager a Service Manager.

The Corporate Manager or Service Manager will send the response directly to the Local Government Ombudsman, providing a copy of the response to the Customer Service Coordinator.

**Stage 1 & 2 Complaints Flowchart**



**Stage 3 Local Government Ombudsman Complaints Flowchart**



## 4.2 Comments Process

Customer comments are managed outside of the complaints process. Comments made to the Customer Services Coordinator will be forwarded to the appropriate Service Manager to consider.

Unless specifically requested, there is not an automatic assumption that the Council will reply to comments. However, where it is felt appropriate or where the customer indicates they expect a reply, this should be sent within 10 working days.

Service Managers are expected to record comments relating to their Service Area.

## 4.3 Compliments Process

Copies of all compliments should be provided to the Customer Services Coordinator, who will maintain a central register of compliments.

Compliments should be celebrated and shared amongst Service Areas.

## 5. Exceptions

The following exceptions apply to this policy:

- Under normal circumstances the Council is unable to investigate complaints relating to issues that are greater than 12 months old.
- The complaints process cannot be used to complain about the conduct of Councillors of a Councillor. Complaints of this nature should be directed to the Monitoring Officer at [monitoring.officer@scambs.gov.uk](mailto:monitoring.officer@scambs.gov.uk).
- The complaints process excludes complaints made by our suppliers, partners and other public authorities regarding our business relationships.
- Staff grievances cannot be dealt with through the complaints process. Staff grievances are covered in the Grievance Policy and Procedure.
- Where statutory procedures are in place, complainants should use these procedures to pursue their complaint.

## 6. Learning from complaints

The Council values complaints and uses the information to inform service planning that shape services that support the needs of the customer. To this end all respondents to complaints are required to complete a 'Learning from Complaints Form'.

The Learning from Complaints Form provides an opportunity for officers to review the complaint and identify any lessons learnt and any corrective action taken. A copy of the form should accompany a copy of the response sent to the Corporate Customer Service Coordinator.



Learning from complaints will be recorded centrally by the Customer Service Coordinator and reported to Senior Management Team and the Lead Member on a quarterly basis. Lessons learnt will be shared across the Council.

### **7. Reporting complaints and compliments**

Quarterly reports are made to Senior & Executive Management Teams, Service First Steering Group and the Lead Member for customer service.

These reports include the following quantitative data:

- volume of complaints
- complaints by stage
- complaints by corporate area
- acknowledge and response rate
- theme of complaints

Qualitative feedback will also be gathered via a quarterly survey of closed complaints. The survey will gather the following information:

- complaint handling satisfaction
- communication satisfaction
- complaint process satisfaction
- speed of response satisfaction

The Complaints, Comments and Compliments Policy will be reviewed on an annual basis or when statutory requirements change.

### **8. Unreasonable or unreasonably persistent complaints**

The Council recognises that customers may exert pressure on the authority when making a complaint, as they believe that the Council has failed in its service to them. Such pressure may be persistent, but in most cases this is reasonable and acceptable.

A small minority of complainants may pursue their complaints in ways that can impede the investigation of their complaint, or impose a significant and disproportionate resource requirement on the authority. Such actions can occur during the investigation of a complaint, or once investigations have been completed. In these cases, a complainant may be considered unreasonably persistent.

Unreasonable or unreasonably persistent complainants are not covered within this policy. The policy for Unreasonable or Unreasonably Persistent Complainants should be used when considering restrictive measures with customers.

Violent or abusive behaviour towards staff will not be tolerated under any circumstances. Please refer to the Council's policies and reporting guides relating to health and safety and violence at work for further information.

### **9. Anonymous complaints**

Anonymous complaints should be passed to the Customer Service Coordinator who will register the complaint and pass to the appropriate Corporate Manager for investigation.

## **10. Confidentiality**

In accordance with the 1998 Data Protection Act, the Council will maintain the confidentiality of all personal information, and not disclose it outside of South Cambridgeshire District Council without the express permission of the customer.

## **11. Role Descriptions**

This section describes the roles and responsibilities of individuals and teams involved in the Complaints, Comments and Compliments Policy.

### **11.1 Members and Officers of the Council**

Members and Officers of the Council are required, in the first instance, to forward all complaints and compliments to the Customer Service Coordinator.

Members and Officers receiving customer comments should forward these comments to the appropriate Service Manager.

### **11.2 Customer Service Coordinator**

The Customer Service Coordinator will register and acknowledge all complaints within three working days. Compliments will also be registered and maintained on a central record.

Complaints and Learning from Complaints Form will be passed to the appropriate Corporate Manager. The Customer Service Coordinator will also provide the response date.

Responses and Learning from Complaints Forms will be registered with the original complaint and a central record will be maintained.

Complaints and compliments will be reported in accordance with section seven of this policy.

### **11.3 Corporate Managers**

Corporate Managers are responsible for reviewing all complaints for the services under their management. Corporate Managers may respond personally to a complainant or may ask a Service Manager to respond. All responses must be signed by the Corporate Manager or in their absence a Service Manager.

### **11.4 Responding Officer**

The responding officer is responsible for investigating and responding to the complaint in accordance with the Customer Service Standards detailed below:

## Responding to Complaints, Comments and Compliments

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- If the investigation into your complaint will not be completed within ten working days, you will receive a letter informing you of the progress and expected timescales.
- If we have made a mistake, you will receive an apology.
- If we were at fault, you will be told what measures are being taken to put things right.

A letter template, attached as Appendix 1, has been created to help managers ensure responses to complainants meet the customer service standards.

The investigation of a complaint should be conducted in accordance with the Council values; trust, mutual respect, commitment to improving services and customer service. Investigations should be carried out objectively and responding officers should aim to resolve the complaint to the customer's satisfaction within the limitations that apply.

The response should be sent direct to the complainant and a copy provided to the appointed Customer Service Coordinator.

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South Cambridgeshire Hall  
Cambourne Business Park  
Cambourne  
Cambridge  
CB23 6EA

t: 03450 450 500  
f: 01954 713149  
dx: DX 729500 Cambridge 15  
minicom: 01480 376743  
[www.scambs.gov.uk](http://www.scambs.gov.uk)



Address1  
Address2  
Address3  
Address4  
Address5  
Address6  
Post Code

Our Ref:  
Your Ref:  
Date (day month year - no commas)

Corporate Area: Corporate Area  
Contact: Your Name  
Direct dial: 01954 71extension  
Direct email: [forename.surname@scambs.gov.uk](mailto:forename.surname@scambs.gov.uk)

Dear Recipient Name,

**Complaint: COMP00000**

Thank you for your recent correspondence received by this office on <insert Date>. As <insert job title> with responsibility for <insert service> your complaint has been passed to me for investigation.

<Provide details of investigation>

<Conclusion of investigation>

*If complaint is justified:*

Please accept my apologies for <insert details of events/incidents/cause of complaint>. In order to try to prevent similar issues arising in future, <insert details of corrective measures we have/will take to prevent reoccurrence>>.

*If complaint is unjustified:*

<insert details of why complaint is unjustified>.

I trust that this response addresses the issues you have raised.

Yours sincerely / faithfully

**Your Name (mixed case)**  
Your Job Title

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Date of Portfolio Holder Meeting	Agenda Item	Key	Purpose	Corporate Manager(s)	Responsible Officer(s)
11-Mar-10	Financial Performance quarterly report Apr 09 - Dec 09		Monitoring		
	Performance Indicators quarterly report Apr 09 - Dec 09				
	Service plan improvement milestones quarterly report Apr 09 - Dec 09				
13-May-10	Financial Performance full year report 2009 - 2010		Monitoring		
	Performance indicators full year report 2009 -2010				
	Service plan improvement milestones full year report 2009 - 2010		Discussion		
Unscheduled	Review of Media Guidelines and Publicity Protocol			Paul Howes	Georgina Hayward
	National Indicators: The New Performance Framework for Local Authorities and Local Authority Partnerships			Paul Howes	Ian Salter
	Communications Strategy Refresh		Annual review	Paul Howes	Georgina Hayward
	Performance Improvement Strategy	Y	Monitoring	Paul Howes	

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