

## **SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL**

Minutes of the Policy and Performance Portfolio Holder's Meeting held on  
Tuesday, 15 February 2011 at 11.00 a.m.

Portfolio Holder: Tom Bygott

### **Councillors in attendance:**

Scrutiny and Overview Committee monitors: -

Scrutiny and Overview Committee monitors  
and Opposition spokesmen: -

Opposition spokesmen: -

Also in attendance: Lynda Harford

### **Officers:**

Rachael Fox	Customer Service Co-ordinator
Paul Howes	Corporate Manager, Community and Customer Services
Maggie Jennings	Democratic Services Officer
Richard May	Policy and Performance Manager
Steve Rayment	Head of ICT

An apology for absence was received from Cllr Mark Hersom, Scrutiny and Overview Committee monitor and Opposition Spokesman.

## **37. DECLARATIONS OF INTEREST**

None.

## **38. MINUTES OF PREVIOUS MEETING**

The minutes of the meeting held on 18 January 2011 were agreed as a correct record.

### **Matters Arising**

#### **Minute 33. Capital and Revenue Estimates**

An explanation was sought on the wording of the minute used within the second bullet point, which stated that a higher rate of inflation would be applied when it was known that an external supplier would be applying it. In response it was explained that in the past, estimates were based on a 2.5% inflation rate, whereas now if it was known that individual providers would be including a higher rate of inflation, that rate was included in the estimates.

## **39. STREET NAMING AND NUMBERING - CHARGES**

Paul Grainger, GIS and Information Manager was in attendance for this item.

The Portfolio Holder considered the proposed fee payment structure for street naming and numbering, which would enable the recovery of some of the costs of providing the service.

- Graphs were circulated by the Portfolio Holder to Cllr Lynda Harford who was present at the meeting, which showed the comparable costs of the local authorities named in Appendix 2 to the policy, together with his suggested charges. The Portfolio Holder's proposed changes to the scale of charges reduced the number of

- steps required for the number of plots/proposed fee ratio
- The Principal Accountant informed the Portfolio Holder that any comparison with other authorities needed to be treated with a degree of caution as they had a higher number of overheads compared with SCDC
- The Head of ICT informed the Portfolio Holder that the proposed charge for additional plots over 101 should have read £10 and not £5 as shown in the table at para 12 of the report
- Senior Management Team had endorsed the proposed scale of charges
- The charges would be subject to a 6-month review
- Cllr Lynda Harford agreed with the officer's recommendation and to err on the side of caution in case of the possibility of the proposed charges being challenged

The Policy & Performance Portfolio Holder, having considered the options,

- (i) **AGREED** the charges for Street Naming and Numbering, as set out in the table at para 12 of the report, subject to an amendment of the wording 'Naming a new or re-naming an existing property' to 'Re-naming an existing property and the charge for Re-naming an existing property to be amended from £50 per dwelling to £30 per dwelling. The charges to become effective from 1 April 2011.

Copies of amendments made to the Address Management Policy by the Portfolio Holder were circulated for consideration. As a result of the ensuing discussion, the following changes to the Policy were made:

- (a) Para 2.1 – insert the following paragraph after the first set of bullet points:

'Any new naming and numbering scheme shall be as simple and clear as possible, to enable emergency vehicles to rapidly locate any house, and to prevent visitors from becoming disoriented or lost.'
- (b) Para 2.1- replace the third bullet point within the second set of bullet points with the following:

'Streets may occasionally be named after people. It would be preferable not to do so unless the person whose name has been suggested is in some way related to the particular area or village where the development is taking place and is deceased. A street must never be named using both parts of a person's name (this may cause confusion to an emergency operator between a patient's name and an address). With the exception of saints or members of a royal family, the surname alone is to be used.
- (c) Para 2.1 – add the following text to the end of the first bullet point in the 3<sup>rd</sup> set of bullet points:

'Unless otherwise specified, the settlement centre shall be taken to be the parish Church.'
- (d) Para 2.1 – Replace the 4<sup>th</sup> bullet point in the 3<sup>rd</sup> set of bullet points with the following:

'No exception to the logical numbering pattern will be allowed, to ensure the maintenance of a proper sequence'.
- (e) Para 2.1 – insert a new bullet point after the 5<sup>th</sup> bullet point in the 3<sup>rd</sup> set of bullet points with the following text:

'A new street with a single name shall not require a person walking down its full length to have to make a decision about which part of the street to walk down next.

(In technical terms, that is to say that a street shall contain no bifurcations.) An exception may be made for a short spur'.

- (f) Para 2.1 – insert additional text at the end of bullet point 7 in the 3<sup>rd</sup> set of bullet points with the following:

`(Some properties may be named rather than numbered – see Section 2.5.)'

- (g) Para 2.1 - insert additional text at the end of bullet point 8 in the 3<sup>rd</sup> set of bullet points with the following:

`and in easily visible colour combinations.'

- (h) Para 2.4, 4<sup>th</sup> line down, the addition of the word 'we' between *and* and *would*

- (i) Para 2.5, third sentence in the second paragraph be amended to read:

'The property number **must** always be displayed on the property so that it is visible from the highway **and used to summon emergency services. Householders may use a name as well as a number as their official address in correspondence.**'

- (j) Para 3, amend the last sentence to read:

'To confirm a postcode, contact Royal Mail at'

- (k) Para 4. Charges – replace the table of charges with those agreed in the recommendation above at para 39 (i) and add the following text immediately underneath the table:

'The charge for street renaming may be waived at the discretion of the Council if the request is made or endorsed by the emergency services, or if the existing naming or numbering scheme is considered to be confusing or illogical.'

- (l) Para 7 – first paragraph – replace the word *continually* with the word *continuously*'

The Policy & Performance Portfolio Holder,

- (ii) **APPROVED** the draft Address Management Policy, subject to the changes stated above.

#### 40. CUSTOMER SERVICE EXCELLENCE (CSE) UPDATE

The Policy & Performance Portfolio Holder noted the latest position with regard to the Customer Service Excellence project and outcomes from the pre-assessment and **AGREED** that the Council proceed to full assessment in June 2011, subject to a satisfactory assessment of the Council's readiness to proceed by 30 April 2011.

#### 41. INTEGRATED BUSINESS MONITORING REPORT 2010/11: THIRD QUARTER

Consideration was given to the third quarter Integrated Business Monitoring report and in particular,

- the success of the recycling and composting rate
- that achieving a 10% reduction in CO<sub>2</sub> emissions from the Council's operations was unlikely to be met
- the figures relating to Supported Housing / Rent Income / Recharged Departmental and Overhead Accounts shown in Appendix A under Housing

- Revenue Account were incorrect
- the impact of the withdrawal of subsidy in respect of Community Transport was not yet known

The Portfolio Holder **NOTED** the projected expenditure and performance position.

**42. CUSTOMER SERVICE PERFORMANCE 2010/11 - THIRD QUARTER**

The Portfolio Holder drew attention to various aspects within the report, particularly emphasising that the Council had received no complaints submitted to the Local Government Ombudsman in the third quarter; that 91% of interviewees surveyed had had their enquiry resolved during their visit and of 55 complaints registered, 52 were resolved at stage 1 of the process. In acknowledging the positive achievements, the Portfolio Holder **NOTED** the contents of the report.

**43. SERVICE IMPROVEMENTS & PERFORMANCE INDICATORS 2010/11: THIRD QUARTER**

The Portfolio Holder **NOTED** that all Community and Customer Services Service Plan actions for 2010/11 were either complete or on target to be met.

**44. FINANCIAL MONITORING REPORTS 2010/11: THIRD QUARTER**

Prior to consideration of this item, the Principal Accountant informed the Portfolio Holder that the information provided in the report and appendices related to the period up to 31 January 2011.

The Principal Accountant reported that as there had been a delay in implementing the ICT Housing Management system and Building Control system within the Capital Programme, the amounts totalling £128,000 would be rolled-over to 2011/12. The Portfolio Holder agreed with that course of action.

The Portfolio Holder **NOTED** the contents of the financial report and appendices.

**45. FORWARD PLAN**

The Portfolio Holder **NOTED** the information relating to the Forward Plan, together with the following amendments:

**15 March 2011**

ICT Security Policy and ICT Strategy – information items

**17 May 2011**

ICT Security Policy and ICT Strategy - decision items

**46. DATE OF NEXT MEETING**

The next meeting would be held at 11am on 15 March 2011.

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**The Meeting ended at 1.15 p.m.**

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