

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

Minutes of the Policy and Performance Portfolio Holder's Meeting held on
Thursday, 26 January 2012 at 10.00 a.m.

Portfolio Holder: Tom Bygott

Councillors in attendance:

Scrutiny and Overview Committee monitors: Roger Hall

Scrutiny and Overview Committee monitors
and Opposition spokesmen: -

Opposition spokesmen: Lynda Harford

Also in attendance: Bunty Waters

Officers:

Philip Aldis	Community Safety Officer
Alex Colyer	Executive Director, Corporate Services
Rachael Fox	Customer Experience Co-ordinator
Maggie Jennings	Democratic Services Officer
Steve Rayment	Head of ICT

18. DECLARATIONS OF INTEREST

There were no declarations of interest.

19. MINUTES OF PREVIOUS MEETING

The minutes of the meeting held on 13 October 2011 were agreed as a correct record.

20. CAPITAL AND REVENUE ESTIMATES FOR THE POLICY & PERFORMANCE PORTFOLIO

Alex Colyer, Executive Director, Corporate Services presented the report and those in attendance at the meeting, having considered the detailed report and appendices, made the following comments:

- the staffing estimates for all services had been approved by the Finance & Staffing Portfolio Holder on 20 December 2011 and could not now be amended by individual portfolio holders
- the investments proposals in the Capital programme were welcomed
- that items in the capital programme had included provisions for a network infrastructure upgrade, together with a number of items to support the relocation of the Contact Centre to South Cambridgeshire Hall in December 2012

The Policy & Performance Portfolio Holder,

- (a) endorsed the 2011-12 revised and the 2012-13 Revenue Estimates relating to services within the Policy & Performance Portfolio and recommended them for consideration by Cabinet and Council, and
- (b) noted the Capital Estimates approved at the Finance & Staffing Portfolio Holder meeting in December.

21. BAR HILL: DESIGNATED PUBLIC PLACE ORDER

Phil Aldis, Community Safety Officer was in attendance for this item.

Consideration had been given to revoke the Designated Public Place Order (DPPO) in Bar Hill following the introduction of alternative legislation under s27 of the Violent Crime Reduction Act (2006), which provides the Police with powers to issue a direction for an individual to leave a locality for up to 48 hours.

A Task and Finish Group set up to review the DPPO had resulted in the agreement of an action plan recommending to Bar Hill Parish Council that the DPPO be revoked. The Parish Council subsequently considered the recommendations and having taken into account the views of the local members, agreed that the DPPO should remain in place.

The Community Safety Officer informed the Portfolio Holder that he had received confirmation from the Police that the DPPO would remain effective in its own right once the new legislation was in place.

The Portfolio Holder **AGREED** to retain the Bar Hill Designated Public Place Order (DPPO) and close the Task and Finish Group set up to review it.

Cllrs Bunty Waters and Roger Hall, on behalf of the community, thanked the Community Safety Officer and the Police for their help during this process and the re-assurance that the DPPO would remain effective in the village.

The Community Safety Officer left the meeting after this item.

22. CONTACT CENTRE OPENING HOURS PROPOSAL

As a result of Cambridgeshire County Council's revised budget for 2011/12, its Cabinet agreed, without consulting this authority, a reduction in the opening hours for the contact centre. The amended opening hours would result in a reduction in resource requirements to deliver the service and a £15,000 saving for this Council during the 2012/13 fiscal year.

It was noted that publication of the new opening times would be included in the Spring edition of the *South Cambs Magazine* and council tax bills. The Customer Experience Co-ordinator assured the Portfolio Holder that in due course, the contact centre answerphone message would state the amended opening times.

The Portfolio Holder **APPROVED** the proposed reduction in contact centre opening hours from the current Monday to Friday 8am to 8pm and Saturday 9am to 1pm, to Monday to Friday 8am to 6pm and Saturday 9am to 1pm (no change to the Saturday service), effective from 1 April 2012.

23. COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY - LEARNING FROM FEEDBACK

It was noted that the recommendations of the task and finish group would involve a substantial commitment in officer time, particularly as it was anticipated that during 2012 elements of the existing policy would be incorporated within a newly created policy entitled Customer Experience Strategy.

In these circumstances, the Portfolio Holder **AGREED** that the Scrutiny & Overview Committee be given the responses contained in paragraphs 10 and 11 of the covering report.

24. REMOVABLE MEDIA POLICY

Steve Rayment, Head of ICT presented the item, stating that the policy would ensure the confidentiality of all council data.

It was noted that although staff using laptops had access to printers, Members did not. The council was rolling out Office 2010 and moving towards remote access connections too, engaging with member laptops and nominated devices to link to printers. USB sticks could be used in the meantime, however, the Policy related only to council-encrypted USB sticks and were issued to those Members requesting them. Anti-virus software was also available to users of i-pads for council business.

The Portfolio Holder **ENDORSED** the Removable Media Policy.

25. DATA QUALITY POLICY

Steve Rayment, Head of ICT informed the Portfolio Holder that the policy applied to data retained in any formats, including electronic and hard copy records. Once adopted, training would be offered to Members and staff.

The Portfolio Holder **ENDORSED** the Data Quality Policy for all employees and Members of South Cambridgeshire District Council.

26. FORWARD PLAN

Due to lack of business, the Portfolio Holder cancelled his meeting scheduled for 9 February 2012. It was agreed that draft ICT Strategy, ICT Security Policy and the Quarter 3 Service Improvements & Financial Performance 2011/12 be circulated to him, the Scrutiny Monitors and the Opposition Spokesman in due course. **Action: Steve Rayment, Sally Smart and Richard May**

The following items would be considered at the meeting to be held on 12 April 2012:

- ICT Strategy: Final
- ICT Security Policy: Final
- Media Guidelines and Publicity Protocols: Review
- Street Naming & Numbering Charges: Review
- Community Safety Rolling Plan: Update

The Portfolio Holder requested the Customer and Business Services team to identify and act upon opportunities to reduce avoidable contact. The Executive Director and Process Review Officer confirmed that this aspect continued to be a priority for the team and was a prime focus within the Customer Contact Centre Project. It was noted that the Process Review Officer was conducting a Council-wide programme of process reviews that would identify, and where possible eliminate, avoidable contact. This work would be recorded and reported to the Portfolio Holder via the Project Highlight Report scheduled on a quarterly basis.

27. DATE OF NEXT MEETING

The next meeting will be held at 10am on 12 April 2012.

The Meeting ended at 10.53 a.m.
