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18 January 2012

To: Councillor Tom Bygott, Portfolio Holder

Roger Hall

Lynda Harford

Bridget Smith

Scrutiny and Overview Committee  
Monitor  
Opposition Spokesman  
Scrutiny and Overview Committee  
Monitor

Dear Sir / Madam

You are invited to attend the next meeting of **POLICY AND PERFORMANCE PORTFOLIO HOLDER'S MEETING**, which will be held in **JEAVONS ROOM, FIRST FLOOR** at South Cambridgeshire Hall on **THURSDAY, 26 JANUARY 2012 at 10.00 a.m.**

Yours faithfully  
**JEAN HUNTER**  
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.</b>	<b>Declarations of Interest</b>	
<b>2.</b>	<b>Minutes of Previous Meeting</b> The Portfolio Holder is asked to sign the minutes of the meeting held on 13 October 2011 as a correct record.	<b>1 - 4</b>
<b>RECOMMENDATIONS TO CABINET / COUNCIL</b>		
<b>3.</b>	<b>Capital and Revenue Estimates for the Policy &amp; Performance Portfolio (Key)</b>	<b>5 - 14</b>
<b>DECISION ITEMS</b>		
<b>4.</b>	<b>BAR HILL: Designated Public Place Order</b>	<b>15 - 20</b>
<b>5.</b>	<b>Contact Centre Opening Hours Proposal</b>	<b>21 - 24</b>
<b>6.</b>	<b>Compliments, Comments and Complaints Policy - Learning from Feedback</b>	<b>25 - 30</b>

## **INFORMATION ITEMS**

- |           |                               |                |
|-----------|-------------------------------|----------------|
| <b>7.</b> | <b>Removable Media Policy</b> | <b>31 - 34</b> |
| <b>8.</b> | <b>Data Quality Policy</b>    | <b>35 - 40</b> |

## **STANDING ITEMS**

- |           |                     |                |
|-----------|---------------------|----------------|
| <b>9.</b> | <b>Forward Plan</b> | <b>41 - 42</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>10.</b> | <b>Date of Next Meeting</b> |
|------------|-----------------------------|

The next scheduled meeting is 9 February 2012, commencing at 10am

### **OUR VISION**

- We will make South Cambridgeshire a safe and healthy place where residents are proud to live and where there will be opportunities for employment, enterprise and world-leading innovation.
- We will be a listening Council, providing a voice for rural life and first-class services accessible to all.

### **OUR VALUES**

We will demonstrate our corporate values in all our actions. These are:

- Trust
- Mutual respect
- A commitment to improving services
- Customer service

## **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.

### **Security**

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### **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. Infra-red hearing assistance systems are available in the Council Chamber and viewing gallery. To use these, you must sit in sight of the infra-red transmitter and wear a 'neck loop', which can be used with a hearing aid switched to the 'T' position. If your hearing aid does not have the 'T' position facility then earphones are also available and can be used independently. You can obtain both neck loops and earphones from Reception.

### **Toilets**

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

### **Recording of Business and Use of Mobile Phones**

The Council is committed to openness and transparency. Until such time as the Council's Constitution is updated to allow public recording of business, the Council and all its committees, sub-committees or any other sub-group of the Council or the Executive will have the ability to formally suspend Standing Order 21.4 (prohibition of recording of business) for the duration of that meeting to enable the recording of business, including any audio / visual or photographic recording in any format or use of social media to bring Council issues to a wider audience. To minimise disturbance to others attending the meeting, all attendees and visitors are asked to make sure that their phones and other mobile devices are set on silent / vibrate mode during meetings.

### **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**

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**SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL**

Minutes of the Policy and Performance Portfolio Holder's Meeting held on  
Thursday, 13 October 2011 at 10.00 a.m.

Portfolio Holder: Tom Bygott

**Councillors in attendance:**

Scrutiny and Overview Committee monitors: Roger Hall

Opposition spokesmen: Lynda Harford

Also in attendance: Bunty Waters

**Officers:**

Philip Aldis	Community Safety Officer
Paul Howes	Corporate Manager, Community and Customer Services

Maggie Jennings	Democratic Services Officer
Paul Knight	Customer and Business Services Manager
Sally Smart	Principal Accountant Financial & Systems

**9. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**10. MINUTES OF PREVIOUS MEETING**

The minutes of the meeting held on 9 June 2011 were agreed as a correct record. There were no matters arising.

**11. REVIEW OF COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY**

The Portfolio Holder, having noted that further inputting of comments arising from the Scrutiny & Overview Task & Finish Group was required and requesting that the policy be renamed 'Customer Feedback', **AGREED** that the policy be re-presented to his next Portfolio Holder meeting on 26 January 2012.

**12. CUSTOMER SERVICE EXCELLENCE - NEXT STEPS**

The Customer and Business Services Manager presented this item and informed the Portfolio Holder that the programme incorporated actions that would be taken forward to ensure the Council maintains its Customer Service Excellence accreditation. Referring to the action relating to Access Channels & Channel Shift, he endorsed the Portfolio Holder's view that whilst encouraging customers to contact the council using online facilities, they would still be able to visit or phone the office in person.

It was noted that satisfaction forms would be sent out to complainants regardless of the outcome of the complaint and the intention to develop and implement an intranet based staff satisfaction poll for use on a regular basis.

The Portfolio Holder, having noted that the document presented had been re-titled 'Customer Experience Work Programme', requested that the word 'upheld' be deleted from column 1.1(c) and **APPROVED** the remainder of the document.

**13. SERVICE IMPROVEMENTS AND FINANCIAL PERFORMANCE - Q1**

The Corporate Manager, Community and Customer Services informed the meeting that performance against actions contained within the Service Plan for 2011/13 were either completed or remained on target.

It was noted that the terms of reference of the Performance Improvement Group had been refreshed and agreed by the Executive Management Team and that EMT would, in future, be responsible for developing and monitoring a programme of future service reviews identified through the Value for Money process. Concern was expressed by Cllr Lynda Harford that this 'top down' approach might exclude contribution from other sources. In reply, the Portfolio Holder assured those present, that having spoken with the Chief Executive, he was confident that she was responsive to individual ideas.

Prior to consideration of the financial performance, the Principal Accountant, Financial and Systems tabled an update on the financial performance for quarter 2.

Arising from discussion, the following issues were noted:

- Policy & Performance had overspent due to the Customer Service Excellence project
- Street Naming and Numbering had underspent due to more income received than originally expected. This would be monitored throughout the year for seasonal fluctuations and amended accordingly in 2012/13
- An error relating to total expenditure for Street Naming and Numbering would be rectified and circulated after the meeting
- Overall, the service was in an excellent position financially

The Portfolio Holder **NOTED** the contents of the report relating to the Community & Customers Services Service Improvements and Financial performance for 2011/12 - Quarter 2.

**14. SERVICE PLAN PRIORITIES 2012/13**

Consideration was given to the proposed service plan priorities and it was requested by the Portfolio Holder that the priority relating to 'effective use and development of the Council's tool for managing performance' be strengthened and the words 'blowing our own trumpet' be deleted from the priority relating to 'The celebration of successes, sharing of best practice and achievement of recognition'.

The Portfolio Holder, having noted that there might be additional priorities added from other service areas once the draft process had been completed, **ENDORSED** the Community and Customer Services Service Plan priorities for 2012-13, subject to the amendments stated in the previous paragraph.

**15. BAR HILL: DESIGNATED PUBLIC PLACE ORDER - PROPOSED REVOCATION**

The Portfolio Holder received an update report on the Task & Finish Group's review of the Designated Public Places Order (DPPO) and noted that the Group had agreed an action plan recommending that the DPPO be removed. The action plan would be presented to Bar Hill Parish Council at its meeting on 20 October, seeking agreement to the plan and support for the revocation of the DPPO at its following meeting on 17 November 2011. The final decision on the DPPO would be made by the Portfolio Holder at his meeting on 26 January 2012.

The Portfolio Holder invited comments from the local members to air their views.

Councillor Roger Hall informed the Portfolio Holder that "At present, I am unconvinced that any replacement of the DPPO will have the same effect" and had stated this in an interview held with the media that morning.

Councillor Bunty Waters informed the Portfolio Holder that "If the DPPO is revoked then there must be legislation in place that is even more robust, eg s.27 of the Violent Crime Reduction Act 2006, which would cover the whole of the village". Councillor Waters added that she had been interviewed by the media the previous day and had only the part of her statement aired which stated that she was in favour of the revocation publicised. The media had failed to include the words 'only if it was to be replaced with more robust legislation'. The media had then sensationalised the apparent disagreement between the two Members.

Both local Members sought reassurance that should the Portfolio Holder revoke the DPPO in January 2012, that adequate alternative measures would be effective prior to the revocation and that clarification be sought that s.27 included confiscation of alcohol by the Police. **Action: Community Safety Officer.** In response, the Portfolio Holder stated that he was of the opinion that in this case the local members should recommend whether the DPPO should remain in place or be revoked; Cllrs Hall and Waters thanked him for this.

The Portfolio Holder **NOTED** the report.

#### 16. **FORWARD PLAN**

The Portfolio Holder **NOTED** the contents of the Forward Plan, together with the inclusion in the agenda for the 26 January 2012 meeting of:

Customer Feedback  
Bar Hill Designated Public Place Order (DPPO)

#### 17. **DATE OF NEXT MEETING**

The next meeting is scheduled for 10am, 26 January 2012.

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**The Meeting ended at 11.49 a.m.**

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**SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL**

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**REPORT TO:** Policy & Performance Portfolio Holder's Meeting

26 January 2012

**AUTHOR/S:** Executive Director Corporate Services

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**REVENUE AND CAPITAL ESTIMATES  
FOR THE POLICY & PERFORMANCE PORTFOLIO**

**Purpose**

1. To consider the Revenue Estimates up to the year 2012-13 and the Capital programme up to the year 2014-15.
2. This is not a key decision. The report, however, presents the relevant 2011-12 revised and 2012-13 estimates for endorsement by the Portfolio Holder, prior to being included in the overall estimates to be presented to the Cabinet and confirmed by Council in February 2012.

**Recommendations**

3. That the Policy and Performance Portfolio Holder:
  - (a) endorses the 2011-12 revised and the 2012-13 Revenue Estimates relating to services within the Policy and Performance Portfolio and recommends them for consideration by the Cabinet and Council, and
  - (b) notes the Capital Estimates approved at the Finance and Staffing Portfolio Holder meeting in December.

**Background**

4. The estimates for the Policy and Performance Portfolio form part of the overall considerations for the Council's annual budget setting exercise and include the following services:
  - Policy and Performance
  - Street Naming and Numbering
  - Communications
  - Community Safety
5. The Finance and Staffing Portfolio Holder approved the Staffing and Central Overhead revenue estimates and recharges and capital programme on 20 December 2011. The recharges approved at that meeting are recharged to all services, as appropriate. These are termed as Central, Departmental and Support Services in the detailed estimates and the analysis reflects the current service structure. It should be noted that, as all the recharges have already been approved, individual portfolio holders cannot amend them.
6. The estimates for each portfolio are being reported to the relevant Portfolio Holder. These estimates will then be summarised in a report for review by the Scrutiny and Overview Committee on 6 February 2012, consideration by the Cabinet on 9

February, and finally, presentation to the Council on 23 February for confirmation of the estimates and levels of the Council Tax and Rents.

7. The Revenue estimates are set out in **Appendix A**.
8. Provisions for inflation have been applied only in cases where price increases can be justified. No automatic inflation allowance has been applied.
9. Where applicable, the estimates of each portfolio take account of any rollover of budget from the previous year agreed during the year; they also incorporate expenditure approvals by Cabinet and Council up to November 2011.
10. The estimates exclude the small number of 'Precautionary Items', which are listed at the back of the current estimate book. They are specific, exceptional items of expenditure that may or may not occur during the budget period, but if they did the Council would be required to meet them. An updated list will be presented to the Cabinet on 9 February 2012; no items have been identified within this Portfolio.

## **Considerations**

11. The revenue estimates for this Portfolio are shown at **Appendix A**. The total estimates have been analysed between direct costs, capital charges and recharges, so that the direct costs can be identified for comparison. This is considered appropriate because the direct costs are specifically within the control of the relevant cost centre manager. By contrast, the Staffing and Overhead Estimates determine the recharges and the capital charges are notional charges that do not affect the overall expenditure of the Council. Compared with the 2011-12 original estimates, the net direct costs increased by £24,710 in the Revised Estimates and by £14,620 in the 2012-13 Estimates. The increase in 2011-12 relates to the Policy and Performance service for expenditure on the Service First initiative (paragraph 13), and a decrease in income and government funding within the Communications and Community Safety services respectively.
12. The **Appendix A** also shows the net direct cost comparison for both years, between the expected target expenditure and the new estimates that have been compiled for this meeting; the target was arrived at by taking the total direct costs in the original 2011-12 estimates and adjusting for any virement, rollover or approved additional expenditure and, for next year, inflation. The result is that the 2011-12 Estimates are £13,350 outside the target primarily due to the factors noted in paragraph 11, and £13,827 outside the target in 2012-13 through a decrease in Government funding for Community Safety projects.

## **Total Service Costs**

Part of the difference between the original 2011-12 estimate and the revised estimates, £38,820, and the 2012-13 estimates, £56,910, is due to the allocation of staff time following restructuring and shown as a decrease in recharges, where there are other significant contributory factors these have been summarised in paragraphs 13 to 16.

13. Policy and Performance

When compared to the original 2011-12 estimates the revised estimates have decreased by £39,620, and the 2012-13 estimates by £64,290. In both years the decrease is due to movement on recharges relating primarily to staff time allocation

following restructuring, and being partly offset in 2011-12 by an increase in expenditure on Service First Initiatives.

The increase in net direct costs in the revised 2011-12 Estimates of £14,310 includes rollover approved expenditure from 2010-11 of £11,360.

14. **Street Naming and Numbering**

In the original estimates £11,780 income had been included relating to the introduction of charges for naming a new or renaming an existing property, 2011-12 being the first year for the implementation of the new charging scheme. The revised estimate 2011-12 and the 2012-13 estimates show a small increase representing demand, expenditure has not increased.

The charges will be reviewed and reported to the Policy and Performance Portfolio Holder during 2012-13; the estimates presented to this Portfolio are based on the current schedule of charges.

15. **Communications**

The Council changed the printing contract for the South Cambs magazine during 2011-12, the change originally being expected to accrue £12,000 on-going savings (£5,000 for design costs and £7,000 on advertising commission), a saving of £10,300 is expected to be achieved in 2011-12, a further saving of £16,200 is anticipated in 2012-13 through the printing contract and the full year effect of a new delivery contract; the savings being offset by a decrease from advertising income receipts.

16. **Community Safety**

Overall, when compared to the original 2011-12 estimates the revised 2011-12 estimates have increased by £10,440 and the 2012-13 estimates by £12,230 the movement is due in part to recharges to the service and also through a reduction in government grant for Building Safer Stronger Communities which has decreased by £5,820 in the revised 2011-12 estimates and £26,780 in the 2012-13 Estimates.

17. **CAPITAL ESTIMATES: Revised 2011-12 and Estimates 2012-13 to 2014-15**

The overall capital programme for the Council will be subject to consideration by the Cabinet and Council in February. The capital programme for this Portfolio includes expenditure relating ICT Development and the Contact Centre and was submitted to the Finance and Staffing Portfolio Holder meeting in December. **Appendix B** shows the capital programme relating to the Policy and Performance Portfolio.

18. **Balance in Reserves**

There is currently £21,355 in Community Safety reserves, of which £10,000 has been included in the estimates for use in 2011-12.

**Options**

19. To endorse or reject the 2011-12 revised and 2012-13 original revenue estimates.

**Implications**

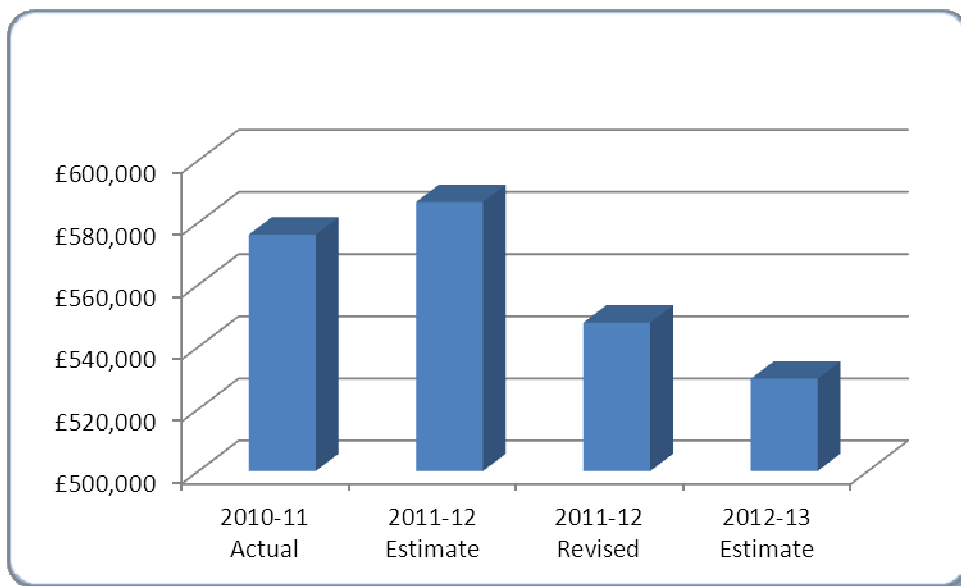
20. The estimates for the General Fund Services of this Portfolio will be included in the General Fund Summary of estimates to be presented to Cabinet and Council together with the expenditure of other Portfolios.

The Capital Estimates for this Portfolio will be included in the Council's Capital Programme.

The total net expenditure as shown at **Appendix A** is reproduced below to show the percentage changes between budgets:

	Amount £	Increase/ - decrease £	Increase/ - decrease %
<b>2010-11 Actual</b>	576,091		
<b>2011-12 Estimate</b>	586,590	10,499	1.0%
<b>2011-12 Revised</b>	547,770	- 38,820	-6.0%
		- 56,910	-9.0%
<b>2012-13 Estimate</b>	529,680	- 18,090	-3.0%

These comparisons are shown graphically below:



21.	Financial	The financial implications resulting from this report are set out in paragraphs 13 to 20 above.
	Legal	There are no direct legal implications resulting from this report. The estimates show the financial effect of decisions that have already been made.
	Staffing	There are no additional staffing implications resulting from this report. The estimates reflect staffing decisions already made.
	Risk Management	These estimates need to be endorsed so that they can be included in the General Fund Summary to be presented to Cabinet and confirmed by Council in February 2012.

Equality and Diversity	There are no direct equality and diversity implications resulting from this report. Equality and diversity issues will have been considered in the decisions which these estimates reflect.
Equality Impact Assessment completed	No As above
Climate Change	There are no direct climate change implications resulting from this report. Climate change issues will have been considered in the decisions which these estimates reflect.

**Consultations**

22. The relevant cost centre managers, who are responsible for setting the level of their respective budgets and controlling the expenditure within them, have been consulted in the compilation of the estimate figures.

**Consultation with Children and Young People**

23. None.

**Effect on Strategic Aims**

24. To determine detailed Policy and Performance Portfolio budgets to provide the resources for the Council to continue its services to achieve its strategic aims as far as possible within the current financial constraints.

**Conclusions / Summary**

25. This report presents the revised 2011-12 Policy and Performance Portfolio Revenue Estimates, and the related 2012-13 Estimates for endorsement by the Policy and Performance Portfolio Holder prior to summarised inclusion in the report for approval by Cabinet and confirmation by Council in February 2012.

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

Estimate files within the Accountancy Service

**Contact Officer:** Sally Smart – Principal Accountant  
Telephone: (01954) 713076

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## APPENDIX A

Actual 2010/11 £	POLICY AND PERFORMANCE PORTFOLIO	Estimate 2011/12 £	Revised 2011/12 £	Estimate 2012/13 £
<b>NET EXPENDITURE SUMMARY</b>				
226,807	Policy and Performance	253,000	213,380	188,710
82,160	Street Naming and Numbering	73,370	68,390	68,480
159,808	Communications	151,150	146,490	151,190
107,316	Community Safety	109,070	119,510	121,300
<u>576,091</u>		<u>586,590</u>	<u>547,770</u>	<u>529,680</u>
Analysis of Total Net Expenditure				
22,614	Net Direct Costs	31,700	56,410	46,320
0	Capital Charges	0	0	0
0	Recharges to Housing Revenue Account	0	0	0
595,049	Recharges to Staffing and Overheads Account	593,750	527,610	522,480
(33,000)	Recharges to Democratic Representation	(31,160)	(28,550)	(31,420)
(8,572)	Recharges to other revenue accounts	(7,700)	(7,700)	(7,700)
<u>576,091</u>		<u>586,590</u>	<u>547,770</u>	<u>529,680</u>

## COMPARISON OF ESTIMATE OF DIRECT COSTS WITH APPROVED TARGET

	£	£
Net direct costs original estimate	31,700	31,700
Approved rollover -		
Policy & Performance - Service First	11,360	0
Other adjustments	0	0
		<u>31,700</u>
Inflation allowance of 2.5% on 2011-12 original estimate		793
Adjusted Original Estimate - TARGET ESTIMATE	<u>43,060</u>	<u>32,493</u>
Direct costs in Revised Estimate 2011-12 and Estimate 2012-13	56,410	46,320
Net SURPLUS/(DEFICIT) compared with approved target	(13,350)	(13,827)

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**APPENDIX B**

**CAPITAL PROGRAMME - GENERAL FUND**

<b>Actual 2010/2011 £</b>		<b>Estimate 2011/2012 £</b>	<b>Revised 2011/2012 £</b>	<b>Estimate 2012/2013 £</b>	<b>Estimate 2013/2014 £</b>	<b>Estimate 2014/2015 £</b>
<b>Policy &amp; Performance Portfolio</b>						
<b>ICT Development:</b>						
16,461	PC Refresh Programme	35,000	35,000	10,000	10,000	10,000
4,200	New Server Technologies	20,000	20,000	10,000	10,000	10,000
0	Virtual Desktop Infrastructure	0	230,000	0	0	0
0	Share Point Portal Server	0	0	5,000	0	5,000
0	Government Connect	5,000	5,000	5,000	5,000	5,000
0	Network Infrastructure upgrade	0	0	0	100,000	100,000
0	Network security	10,000	10,000	10,000	10,000	10,000
0	Terminal Services Cluster	0	0	5,000	0	5,000
37,554	Housing management system	0	40,000	0	0	0
0	Keystone Asset Management upgrade	0	32,000	0	0	0
0	Building control system	0	28,000	0	0	0
0	NDL systems integration	30,000	30,000	20,000	0	0
0	Replacement CMS (website)	100,000	100,000	50,000	0	0
0	MS Office suite	100,000	100,000	0	0	0
0	MS Exchange server	45,000	45,000	0	0	0
0	GIS Development Programme	40,000	40,000	40,000	0	0
11,094	Financial Management System (FMS)	5,000	5,000	5,000	5,000	5,000
49,000	Cash Receipting System	4,000	4,000	4,000	4,000	4,000
5,175	NLIS / Land Charges System	0	0	0	0	0
12,550	System Upgrades	0	0	0	0	0
0	Council Chamber PA System	65,000	65,000	0	0	0
0	Revenues and Benefits Electronic Forms System	45,000	50,000	0	0	0
<b>Contact Centre</b>						
0	Office Furniture	0	6,000	0	0	0
0	CRM Software & ICT Costs	0	0	55,000	0	0
<u>136,034</u>		<u>504,000</u>	<u>845,000</u>	<u>219,000</u>	<u>144,000</u>	<u>154,000</u>

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**SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL**

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**REPORT TO:** Policy and Performance Portfolio Holder's Meeting 26 January 2012  
**AUTHOR/S:** Chief Executive / Corporate Manager, Community & Customer Services

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**DESIGNATED PUBLIC PLACE ORDER IN BAR HILL****Purpose**

1. To recommend to the Portfolio Holder that the Designated Public Place Order (DPPO) in Bar Hill remains in place.

**Recommendation**

2. That the Portfolio Holder agrees to keep the Bar Hill DPPO in place, and closes the Task & Finish Group set up to review the DPPO.

**Reason for Recommendations**

3. At his meeting on 13 October 2011, the Portfolio Holder requested that the decision on whether to continue or revoke the Bar Hill DPPO should take account of the views of local representatives.

**Background**

4. A DPPO can be made by local authorities to address alcohol related anti-social behaviour. These powers do not make it a criminal offence to consume alcohol within a designated area, but an offence is committed if the individual refuses to comply with a constable's request to refrain from drinking.
5. The Bar Hill DPPO was introduced in April 2006 in response to large groups gathering on the open spaces and consuming alcohol. Problems of this scale have not occurred for a number of years in Bar Hill, and DPPO guidelines recommend reviewing regularly to ensure that a need remains for use of the power.
6. The DPPO has previously been reviewed by Portfolio Holders. Firstly in 2009, when it was agreed to collect some more detailed information for 12 months, and then again in 2010, when it was agreed to continue with the DPPO and establish a Task and Finish Group to directly address alcohol related problems in Bar Hill.
7. The Task and Finish Group met three times and included representatives from the Parish Council, Police, and the local District and County members. It discussed the issues and agreed a multi-agency action plan to swiftly address problems should it be considered that the DPPO was no longer needed. In October 2011, the Portfolio Holder agreed that the views and concerns of local members should be considered in any decision to revoke or continue the DPPO.

### Considerations

8. Since the DPPO was introduced in Bar Hill, additional and alternative national legislation has been introduced under Section 27 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. This power provides an alternative to using DPPO powers. As a result, the Police have not had to deploy the DPPO legislation as a method for addressing alcohol related anti-social behaviour for three years, but instead have used these alternative powers to address problems as and when they arose.
9. Revoking the DPPO would not affect how the area is policed, as the Neighbourhood Policing Team will continue to respond to calls and use available legislation appropriate to deal with the situation.
10. Revoking the DPPO would require wide public consultation, and by doing may so result in those wishing to engage in alcohol related anti-social behaviour assuming that it is now appropriate to do so in Bar Hill.
11. Local members and the Parish Council have expressed the view that the existence of the DPPO is thought to have been effective, and a contributory factor for such a low level of incidents.
12. The Home Office is proposing widespread changes to Anti Social Behaviour legislation. No clear timescales have been given, however, the Home Office document "More effective responses to Anti-Social Behaviour" proposes that DPPOs would cease to exist in the future, and be replaced by Community Protection Orders (Level 2).

### Options

13. **Option A Continue the DPPO, and close the Task & Finish Group**  
Home Office guidance advises that it is good practice to gather data and evidence of "alcohol related nuisance or annoyance to the public" to justify the continuation. The Police advise that they consider that there is not satisfactory evidence of incidents in the last 12 months to justify the order being continued. However, local opinion is that the DPPO has had a positive effect on containing alcohol-related anti-social behaviour, as well as contributing to residents feeling safe in their community, and residents being confident that emerging issues can be addressed swiftly.
14. **Option B: Revoke the DPPO:**  
If the DPPO was revoked then Home Office guidelines recommend consulting with local police and parishes, premises licence holders, and where appropriate owners and occupiers of the land as well as local residents, publishing the details in the local newspaper giving 28 days for comment. This consultation has effectively been carried out with some of those stakeholders through the Task and Finish group. The Task and Finish Group was concerned that a public consultation may result in those wishing to engage in alcohol related anti-social behaviour assuming that it is now appropriate to do so in Bar Hill it is decided to revoke the DPPO, as well as negatively affective people's feelings of safety in their community.

### Implications

15.	Financial	Local advertising of the proposed removal of the DPPO
	Legal	Input to advertising/consultation process
	Staffing	None
	Risk Management	None
	Equality and Diversity	None
	Equality Impact Assessment completed	No No EQIA completed as the decision is to revoke a power
	Climate Change	None

### Consultations

16. (a) A Task and Finish group was set up in 2011, and met three times, and included representatives from the Parish, County, and District Councils, and the Police.
- (b) Local members Cllr Hall and Cllr Waters shared their views at the Portfolio Holders meeting on 13 October 2011.
- (c) The Parish Council has provided its official response to the recommendation to keep the DPPO, and this is attached at **Appendix A**.

### Consultation with Children and Young People

17. No direct consultation has been carried, although the Task & Finish Groups action plan included input from the County Council's Locality Team, Cambridgeshire Child and Adolescent Substance Use Service, and Connections Bus Project.

### Effect on Strategic Aims

18. **AIM A: We are committed to being a listening council, providing first class services accessible to all**

The review has included ongoing detailed consultation with local representatives and the Parish Council, through a regular weekly email contact to identify emerging issues and concerns, and the Task and Finish Group.

### **AIM B - we are committed to ensuring that South Cambridgeshire continues to be a safe and healthy place for you and your family**

The DPPO is considered to enhance the feelings of safety among residents

### Conclusions / Summary

19. Local representatives highly value the DPPO and the effect it is considered to be having on containing anti-social behaviour in Bar Hill.

**Background Papers:** the following background papers were used in the preparation of this report: Guidance on Designated Public Place Orders (DPPOs) for Local Authorities in England and Wales

**Contact Officer:** Philip Aldis – Community Safety Officer, Telephone: (01954) 713344

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## BAR HILL PARISH COUNCIL

The Parish Council Office  
Hanover Close, Off Viking Way  
Bar Hill, Cambridge CB23 8SE  
Telephone/Facsimile: 01954 780456  
E-mail [bhillpc-1@btconnect.com](mailto:bhillpc-1@btconnect.com)

21 December 2011

**For the attention of Philip Aldis**  
South Cambridgeshire District Council  
South Cambridgeshire Hall  
Cambourne Business Park  
Cambourne  
Cambridge CB23 6EA

Dear Philip

### **Bar Hill – Designated Public Places Order**

I am writing to you to inform you of the decision made by the Parish Council at last week's Parish Council meeting with regard to the DPPO and it was minuted as follows:-

#### ***DPPO – Task & Finish Group***

*A short debate took place with Councillors giving their reasons why the DPPO should stay in place. A decision was then made and Bunty Waters proposed that we continued with the DPPO in Bar Hill and this was seconded by Jacquie Dean. All in favour. The Clerk will formally write to Phillip Aldis and give him our decision.*

I trust this formal letter will be sufficient for you to go forward with a decision at your meeting to be held on 26th January 2012.

Yours sincerely

**LEIGH BAFFA (Mrs)**  
**Parish Clerk**  
**For and on behalf of Bar Hill Parish Council**

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**SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL**

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**REPORT TO:** Policy & Performance Portfolio Holder

26 January-2012

**AUTHOR/S:** Executive Director, Corporate Services

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**CONTACT CENTRE OPENING HOURS PROPOSAL****Purpose**

1. To inform the portfolio holder of planned changes to the contact centre opening hours in line with reductions in corporate budgets within Cambridgeshire County Council, and to consider any impact on the managed service delivered to South Cambridgeshire District Council.
2. This is not a key decision but requires the portfolio holder's approval.

**Recommendation**

3. That the portfolio holder approve 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 Saturday service).

**Reasons for Recommendations**

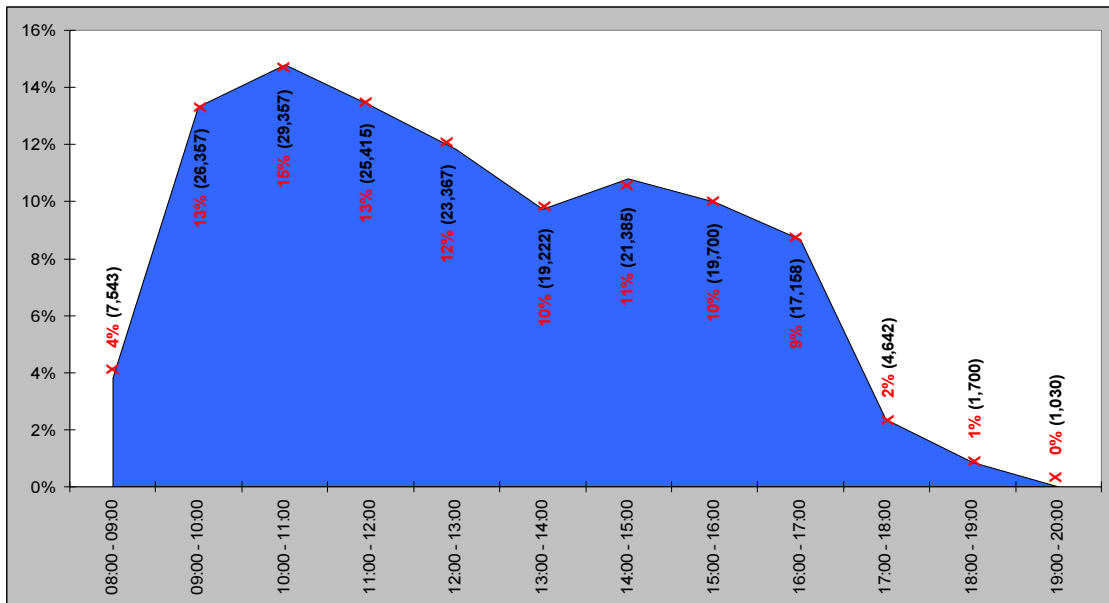
4. Following on from Cambridge County Council's budget reductions for 2011/12, its Cabinet have agreed further budget reductions for the corporate contact centre.
5. To ensure service delivery to the reduced budget it is proposed that the contact centre reduces opening hours from the current Monday to Friday 8am to 8pm and Saturday 9am to 1pm, to Monday to Friday 8am to 6pm and Saturday 9am to 1pm (no change to Saturday service).
6. The reduced opening hours will result in a reduction in resource requirements to deliver the service and a £15,000 cost reduction for South Cambridgeshire District Council in the 2012/13 fiscal year.

**Background**

7. On 4 December 2002, South Cambridgeshire District Council entered into a contract with Cambridgeshire County Council for the provision of a contact centre service. On 27 April 2005 the contract was amended to include the same provision for an extended number of services, later referred to as 'Phase 2 Services'. The contract expires on 3 December 2012.
8. After a review conducted by an officer and member task and finish group, this Council's Cabinet agreed on 7 July 2011 that its contact centre service, currently provided by Cambridgeshire County Council, should be re-located at South Cambridgeshire Hall and managed in-house. It was agreed this would take effect at the end of the Council's contract with Cambridgeshire County Council on 3 December 2012.

**Considerations**

- 9. Current service delivery for the Council matches that of Cambridgeshire County Council in both service levels and opening hours.
- 10. To ensure service cover during peak contact periods the service delivery model is based on Full Time Equivalent (FTE) across the whole contact centre service, and not a split into a South Cambridgeshire District Council and Cambridgeshire County Council operation.
- 11. The proposal to reduce opening hours (finishing at 6pm Monday to Friday) is based on the low number of calls that are received after 6pm.
- 12. The Scrutiny Task and Finish Group found that the average percentage of South Cambridgeshire District Council calls presented between 6pm and 8pm is 1% of the overall calls presented. Cambridgeshire County Council has confirmed this figure. The call volume data is displayed in the chart below.



- 13. The proposed reduction in opening hours will see a reduction in FTE requirement for South Cambridgeshire District Council services of 0.61 FTE, which equates to a £15,000 a year reduction in funding requirement. The contact centre will not recruit to current vacancies to meet this reduction.

**Option**

- 14. To accept or reject the proposal and the subsequent £15,000 reduction in funding requirement.

**Implications**

15.	Financial	Accepting the proposal will result in a £15,000 saving in the 2012/13 fiscal year.
	Legal	None.

Staffing	Cambridgeshire County Council will reduce its staffing requirement by 0.61FTE. The reduction will be sourced from existing vacancies. There is no impact on South Cambridgeshire District Council staffing.
Risk Management	None.
Equality and Diversity	No adverse impacts identified.
Equality Impact Assessment completed	No.
Climate Change	None.

**Consultations**

- 16. Cabinet members considered Cambridgeshire County Council’s proposal at the Leader’s meeting on 6 January 2012.

**Effect on Strategic Aims**

- 17. The recommendation of this report supports the Council’s aim to provide first class services accessible to all. The recommendation also takes into account the financial pressures placed upon the Council and the needs of its residents.

**Consultation with Children and Young People**

- 18. None.

**Conclusions / Summary**

- 19. The proposal made by Cambridgeshire County Council is well considered and will have minimal impact on the residents of South Cambridgeshire. The Council has the opportunity to save £15,000 in the 2012/13 fiscal year.
- 20. The proposal is in line with the recommendations of the Scrutiny Task and Finish Group to reduce opening hours within the new in-house contact centre due to be implemented on 3 December 2012.

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

Contact Centre Funding Change Proposal – Cambridgeshire County Council

**Contact Officer:** Paul Knight – Customer & Business Services Manager  
Telephone: (01954) 713309

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**SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL**

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**REPORT TO:** Policy and Performance Portfolio Holder 26 January 2012  
**AUTHOR:** Executive Director, Corporate Services

---

**COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY  
LEARNING FROM FEEDBACK****Purpose**

1. To enable the portfolio holder to agree a response to the Scrutiny and Overview Committee regarding its recommendations of 6 September and 3 November 2011.
2. This is not a Key Decision.

**Recommendations**

3. It is recommended that the Portfolio Holder send the Scrutiny and Overview Committee the responses at paragraphs 10 and 11 of this report, subject to any changes agreed at this meeting.

**Reasons for Recommendations**

4. The recommendations aim to make constructive use of input supplied by the Scrutiny and Overview Committee in the most efficient way.

**Background**

5. On 6 September 2011 the Scrutiny and Overview Committee considered the draft Compliments, Comments and Complaints (CCC) policy and made several suggestions and recommendations for improving it. Details can be seen in the minutes which are at <http://scambs.moderngov.co.uk/ieListDocuments.aspx?CId=417&MIId=5455&Ver=4>.
6. The Committee also set up a small task and finish group to conduct a related review, looking at Learning from Feedback. This group's report was presented to the Portfolio Holder at the Scrutiny and Overview Committee meeting of 3 November 2011. It can be viewed at <http://scambs.moderngov.co.uk/ieListDocuments.aspx?CId=417&MIId=5456> item 28.
7. The suggestions for improving the CCC policy were discussed at the Portfolio Holder's meeting of 13 October 2011 and the Portfolio Holder asked for it to be revised and re-presented to this meeting.

**Considerations**

8. To collate and effect the many suggestions and amendments received from the Scrutiny and Overview Committee, Portfolio Holder and others would take a

substantial commitment of officer time. Some of the accepted suggestions would have an extensive impact, such as changing the whole document to address Customer Feedback, rather than the compliments, comments and complaints. This may lead to slippage on the Customer Experience Strategy and other projects.

9. Also, within months, this policy will be subsumed within the Customer Experience Strategy and associated work programme; to develop, implement and embed a customer charter including Council commitments, based on customer, member and officer consultation due for publication in June 2012 and will then become defunct.
10. In light of these two points, the Portfolio Holder is recommended to respond to the Scrutiny and Overview Committee saying that no further work will be done on the CCC policy. However, its suggestions will be taken forward to inform the new overarching Customer Experience Strategy.
11. With regard to the Scrutiny and Overview Committee's second piece of work, Learning from Feedback, the Portfolio Holder is recommended to endorse the following responses:

Recommendation of the Scrutiny and Overview Committee	Recommended response
1: Wherever possible the Council should invite, address and learn from "customer feedback", rather than "compliments, comments and complaints".	<ul style="list-style-type: none"> <li>• This recommendation was accepted at the Portfolio Holder's meeting of 13 October 2011 and the term is already being used.</li> </ul>
2: Member training and induction should include guidance about the timely sharing of customer feedback with the relevant corporate manager or customer experience coordinator.	<ul style="list-style-type: none"> <li>• The member training and induction programme for 2012-13 includes brief presentations by all service areas. Officers will be asked to apply an extra focus on the value of sharing all types of feedback with service managers and officers.</li> </ul>
3: Officers should be made aware of the value of asking members about customers' views and experiences regarding the services they provide.	<ul style="list-style-type: none"> <li>• The staff induction programme includes a presentation from customer &amp; business services. Officers will be asked to ensure the value of seeking input and feedback from members is promoted and encouraged.</li> <li>• The value of seeking input and feedback from members will feature in the new customer experience strategy scheduled for development in 2012.</li> </ul>
4: EMT should build on current good practice to develop a range of new methods across the Council for collecting feedback from internal and external customers and partners using a 'whole customer' approach.	<ul style="list-style-type: none"> <li>• The portfolio holder has endorsed this recommendation and asked EMT to keep him informed of progress.</li> <li>• Additionally, as part of the contact centre project the customer and business services team is already</li> </ul>

Recommendation of the Scrutiny and Overview Committee	Recommended response
	<p>exploring better ways to gather feedback via the website and other channels such as Twitter, LinkedIn and Facebook.</p> <ul style="list-style-type: none"> <li>• This team will also seek the views of customers through a Council wide programme of customer journey mapping.</li> <li>• A review of online communities, pressure groups, blogs, forums and other online dialogue has been undertaken by Public-i. The Council is engaging with these online communities to establish a relationship and explore further opportunities for consultation.</li> <li>• The Council is developing an online consultation panel.</li> <li>• An annual plan for corporate consultation is being drawn together. This will coordinate the Council's consultation activity and promote the sharing of feedback. This will be supported by staff training.</li> <li>• A review of the reception customer satisfaction and customer insight surveys will be completed by March 2012.</li> </ul>
<p>5: EMT should develop a range of ways to systematically communicate the outcomes resulting from feedback - "you said, we did" – to customers, staff and partners individually and collectively. This should include a role for Members.</p>	<ul style="list-style-type: none"> <li>• The portfolio holder has endorsed this recommendation and asked EMT to keep him informed of progress.</li> <li>• Additionally, a 'you said, we did' presentation will be made a permanent feature within the reception area, the website and the South Cambs magazine.</li> </ul>
<p>6: EMT should ensure that their meeting agendas regularly include "Learning from Feedback" and that the lessons are cascaded back to service teams.</p>	<ul style="list-style-type: none"> <li>• The portfolio holder has endorsed this recommendation and asked EMT to keep him informed of progress.</li> </ul>
<p>7: Managers need to build on current good practice to ensure a regular team-based approach across the</p>	<ul style="list-style-type: none"> <li>• The portfolio holder has endorsed this recommendation and asked to be kept informed of progress.</li> </ul>

Recommendation of the Scrutiny and Overview Committee	Recommended response
council to learning from customer feedback and using it to design and improve services.	<ul style="list-style-type: none"> <li>The leadership programme will also encourage managers to actively promote an environment where feedback is valued and used to inform service design.</li> </ul>

**Options**

12. The Portfolio Holder could ask that the CCC policy be revised and re-presented but this would run the risks outlined at paragraphs 8 and 9 above.
13. No options are offered regarding the draft responses at paragraph 11 above but these may be amended through discussion at this meeting.

**Implications**

14.	Financial	Actions recommended in this report would be achieved within existing resources.
	Legal	None.
	Staffing	Actions recommended in this report would be achieved within existing resources.
	Risk Management	If recommendations in this report are not implemented, there is a risk of slippage on the Customer Experience Strategy and other projects.
	Equality and Diversity	No adverse impacts identified.
	Equality Impact Assessment completed	A new EqIA would be needed if the CCC policy is kept and updated. The new overarching customer experience strategy will have a full EqIA.
	Climate Change	None

**Consultation**

15. As detailed in the report.

**Consultation with Children and Young People**

16. Young people will be involved in developing the customer experience strategy.



### **Effect on Strategic Aims**

17. Improvements to the Council's efficient use of information gained via customer feedback will help to meet the Council's commitment to being a listening council, providing first class services accessible to all.

### **Conclusions**

18. It is recommended that the Portfolio Holder send the Scrutiny and Overview Committee the responses as at paragraphs 10 and 11 of this report, subject to any changes agreed at this meeting.

### **Background Papers**

SCDC Compliments, Comments and Complaints Policy as at  
<http://scams.moderngov.co.uk/documents/s57063/Complaints%20process.pdf>

**Contact Officer:** Rachael Fox, Customer Experience Officer Tel: (01954) 713017.

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## REMOVABLE MEDIA POLICY

DRAFT v0.4

December 2011

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### Document Information

<b>Issued By:</b>	Information Management
<b>Policy Approved by:</b>	
<b>Policy Approval Date:</b>	
<b>Status:</b>	Draft to be presented to IGWG
<b>Review Frequency:</b>	Every 2 Years

Version	Date	Summary of Changes
0.1	17 <sup>th</sup> August 2011	First draft
0.2	26 <sup>th</sup> August 2011	Revision - MH
0.3	14 <sup>th</sup> October 2011	Revision – IGWG Consultation
0.4	29 <sup>th</sup> December 2011	Revision – EMT Consultation

## 1 Introduction

In order to ensure the availability, integrity and confidentiality of all Council data, South Cambridgeshire District Council (SCDC) must control the use of removable media storage devices. This policy must be followed whenever removable media devices are used.

## 2 Purpose

The purpose of this policy is to define user responsibilities for handling all types of removable media and prevent the unauthorised disclosure, removal, destruction, loss or theft of Council data. This policy aims to ensure that the use of removable media is controlled, in order to:

- Maintain the integrity and availability of Council data and information
- Prevent the contravention of legislation, Council policies or good practice requirements
- Build confidence and trust in the data that is being shared between systems
- Prevent the disclosure, loss or theft of protectively marked information, and to protect against damage or distress to residents, the Council, its staff, Members or partners.

## 3 Scope

All staff, Members and contractors working on behalf of the Council who have access to the Council's secure IT network are expected to abide by this policy.

## 4 Definitions

### 4.1 Devices/Media

'Removable media' refers to data storage devices which are not fixed inside a computer and can include, but are not limited to:

- Optical Disks (CDs/DVDs)
- External Hard Drives
- USB Memory Sticks (aka pen drives or flash drives)
- Media Card Readers
- Embedded Microchips (including Smart Cards and Mobile Phone SIM Cards)
- MP3 Players/Recorders
- Digital Cameras

### 4.2 Specific Usage

This policy seeks to protect the Council from the risks associated with data being extracted from the network to removable media. This policy does not restrict the use of devices to upload information to the network, such as photographs. Neither does it restrict the practice of using USB ports to recharge batteries of devices.

## 5 Use of Removable Media

### 5.1 Purpose

The list of removable media above shows a wide range of devices used to store information for a variety of purposes. Some of these, such as CDs and DVDs are sometimes used for long-term storage of data. In these cases careful consideration must be given to the suitability of the media used for the specific data stored. In all other cases, removable media devices must be considered as temporary storage solutions. Removable media must only be used to store information that is required for a specific business purpose.

### 5.2 Restricted Access to Removable Media

It is SCDC's policy to restrict the use of removable media devices and the accessibility of these to the council network and ICT hardware. Requests for access by all non-SCDC removable media devices must be made to the ICT Service Desk. In all cases the business benefits must be demonstrated and outweigh any risks involved. ICT Service Desk will

create and maintain a list of approved devices and permissions, and may audit and log the transfer of data files to and from removable media devices.

### **5.3 Procurement of Removable Media**

Only removable media devices, including any associated equipment and software, that have been purchased and supplied by the Council can be used to store data from the council network. Where this is not practicable and externally procured media is required to be used, permission must be sought from the Head of ICT and this must be documented prior to access being granted.

### **5.4 Security of Data**

Users of removable media must take all reasonable steps to protect Council data stored on them. If the data is protectively marked, this must be encrypted in line with the Protective Marking Policy, and securely deleted as soon as the justifiable business need ceases. It is the responsibility of the Information Owner to ensure the correct marking is applied to all data sets, and to manage access to these, as specified by the Data Handling Policy.

### **5.5 Physical Security**

All removable media devices must be kept physically secure at all times. Users must take all reasonable steps to protect devices from loss, damage, or misuse. Anyone using removable media devices to transfer data must consider the most appropriate way to transport the device and be able to demonstrate that they took reasonable care to avoid damage or loss. Devices must never be left unattended in any public place, including in vehicles.

### **5.6 Remote Working**

Staff, Members and contractors requiring remote access to the Council network should do this via VPN access. Where this is not possible, approved removable media may be used to enable processing to be carried out on the data using a device not controlled by the Council (e.g. a home PC or Mac). Data on the removable media should not be copied to the host device, and if this is unavoidable, all data must be encrypted, and removed from the host device as soon as processing is complete.

### **5.7 Incident Management**

All users must report any actual or suspected information security incidents to the [ICT Service Desk](#) in accordance with the Information Security Incident Management Policy.

### **5.8 Disposal of Removable Media Devices**

All removable media devices that are no longer required or have become damaged must be returned to the [ICT Service Desk](#) for secure disposal. All content of removal media that are to be reused must be erased completely.

## **6 Further Information**

For further advice or assistance on how to use removable media devices, please contact the [ICT Service Desk](#). For advice or assistance on the management and use of data please contact the [Information Management](#) team.



## **Data Quality Policy**

**Draft v0.2**

**November 2011**

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## *Document Information*

**Issued By:** Information Management

Policy Approved by:

Policy Approval Date:

**Status:** Approval Pending

Review Frequency: Every 2 Years

## *Internal Control*

Version	Date	Summary of Changes
V 0.1	November 2010	1 <sup>st</sup> Draft
v 0.2	November 2011	Revision to simplify and replace v0.1 and <i>SCDC Information &amp; Data Quality Policy March 2010</i>



## **1. Scope**

- 1.1 This policy applies to all employees and members of South Cambridgeshire District Council and to third parties providing services to, or working in partnership with, the Council.
- 1.2 The policy applies to data retained in any formats, including electronic and hard copy records, throughout the data lifecycle from planning, creation, access and use through to ultimate disposal.

## **2. Introduction**

- 2.1 As a critical asset, the data used by the Council must be fit for purpose. We invest heavily in systems to process data in order that we can rely on it to ensure we provide the best value services to our residents.
- 2.2 Each service processes data in different ways; the intention of this policy is to raise awareness of the distinct aspects of data quality that we must all consider when creating, receiving, sharing or otherwise processing data, in order that we may all have confidence in the data we use.

## **3. Responsibilities**

- 3.1 Data quality is the responsibility of the Council as a corporate body, and consequently is the responsibility of all staff and Members.
- 3.2 Each service area is responsible for the management of the data it processes.
- 3.3 Corporate managers are responsible for the management of data within their service areas, including compliance with this policy, and delegate these responsibilities as they see fit. Corporate managers should ensure:
  - A Data Quality Action Plan exists for all service areas
  - Users have adequate training
  - Data is secure and adequate audit trails exist to record all access or amendments to data
  - System upgrades are made when required
  - A user guide exists for the creation, processing and storage of all data
  - A business continuity plan exists to safeguard the data
- 3.4 Information Asset Owners are responsible for regularly monitoring, measuring and assessing the data handling and data quality processes and procedures relating to their data sets to ensure that all data is accurate and held securely.
- 3.5 All staff must be aware of the need for high quality data, and for this to be an integral part of all day-to-day operations within the Council. For further details of roles and responsibilities for data management please refer to the Data Handling Policy.

#### 4. Data Quality Standards

- 4.1 There are six attributes of data quality identified by the Audit Commission<sup>1</sup>. All data processed by the Council should meet these standards.

<b>Accuracy</b>	Data should be sufficiently accurate for the intended purposes.
<b>Validity</b>	Data should appropriately reflect what it is intended to measure or report.
<b>Reliability</b>	Data should reflect stable and consistent data collection processes across collection points and over time.
<b>Timeliness</b>	Data should be available frequently and promptly enough for it to be valuable for managing service delivery and decision making.
<b>Relevance</b>	Data captured should be relevant to the purposes for which it is used.
<b>Completeness</b>	Data should be complete and comprehensive to ensure it provides a full picture of the current situation. Where it is incomplete and/or could be misleading this should be stated to enable appropriate judgements about its use to be made.

- 4.2 In addition, all data must be managed in accordance with the Council's Data Handling Policy. In particular, all data must have a named Information Asset Owner with permissions set for those who can access and / or carry out amendments and modifications to that data.
- 4.3 Duplication of data must be avoided. Where duplication exists, a single 'golden' record should be established.
- 4.4 Verification controls must be in place to assure quality in data entry that are proportionate to the risks identified in each data entry process.
- 4.5 Presentation of data should reflect the standards above, and in particular ensure that all relevant caveats are presented to ensure informed decision-making.
- 4.6 Attainment of high quality data is a continuous process. In practice there may be limits on the achievability of individual standards, and a risk-based approach must be used to prioritise improvement actions.
- 4.7 Service areas must produce a Data Quality Action Plan which is reviewed annually.

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<sup>1</sup> ["Nothing but the truth?", Audit Commission, 2009](#)

## 5. Data Sharing

- 5.1 Council data that is shared with others must be compliant with this policy in order to provide confidence for our partners.
- 5.2 Where the Council seeks to share data with its partners, the sharing agreement should contain assurances from all parties that data quality standards are met.

## 6. Further Information

- 6.1 In addition to the publication cited above, for a detailed exposition of the need for data quality, including expansion on the six standards, please see the Audit Commission's [Improving information to support decision making: standards for better quality data](#)
- 6.2 Support is available from the [Information Management](#) or the [Policy & Performance](#) teams.

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## FORWARD PLAN

### Policy and Performance Portfolio Holder – as at 18 January 2012

Portfolio Holder Meeting	Agenda Title	Key Purpose	Corporate Manager(s)	Responsible Officer(s)	Issue and Agenda Items Created?	Added to Plan Date
09 Feb 12	Service Improvements and Financial Performance 2011/12 – Q3	Monitoring	Paul Howes	Paul Howes / Sally Smart	Y	15.04.11
	ICT Strategy	Decision	Alex Colyer	Steve Rayment	Y	17.11.10
	ICT Security Policy for Members	Decision	Alex Colyer	Steve Rayment	Y	15.04.11
12 Apr 12	Media Guidelines and Publicity Protocols: Review	Decision	Paul Howes	Gareth Bell	Y	07.10.10

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