

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

At a meeting of the Transformation Committee held on
Monday, 17 July 2006 at 2.30 p.m.

PRESENT:

Councillors:	Dr DR Bard	JD Batchelor
	SM Edwards	SGM Kindersley
	Mrs DSK Spink MBE	
Officers:	Steve Hampson	Executive Director
	Greg Harlock	Chief Executive

Councillors NN Cathcart, Mrs A Elsby, Mrs EM Heazell, Mrs CAED Murfitt, Mrs DP Roberts and RT Summerfield were in attendance, by invitation.

1. ELECTION OF CHAIRMAN

On the proposal of Councillor Mrs DSK Spink, seconded by Councillor JD Batchelor, the Committee

RESOLVED that Councillor Dr DR Bard be elected Chairman of the Committee for the current year.

2. APPOINTMENT OF VICE-CHAIRMAN

It was agreed that this position was not necessary as, given the small number on the Committee, meetings should not take place without all members present.

3. MINUTES

The Minutes of the meeting held on 19 April 2006 and the informal meeting held on 8 June 2006 were confirmed as correct records.

4. CUSTOMER SERVICES PROJECT OFFICER

The Committee considered the request for an additional permanent post of Customer Services Project Officer to project manage the Service First project plan; co-ordinate monitoring of the new customer service standards and liaison with the Contact Centre; and administer the corporate complaints system. It was emphasised that this was an ongoing co-ordinating role: the postholder would not take over investigating and resolving complaints from service managers and was not a customer services manager.

The post was needed because of the reduction in the number of personal assistants from four to two as a result of the senior Management Team restructuring, since the Chief Executive's personal assistant had previously undertaken some of the functions. The additional post would reduce the potential savings of £60,000 from the reduction in PA posts by approximately £30,000. The Committee

RESOLVED that a post of Customer Services Project Officer be added to the Council's authorised establishment.

5. EXCLUSION OF PUBLIC

RESOLVED that the public be excluded from the remainder of the meeting on the grounds that consideration is likely to involve the disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 as amended.

The Chairman invited Members of the Council to remain.

6. MOUCHEL PARKMAN CONSULTANTS

Mr Michael Gates, one of the directors of Mouchel Parkman but not directly involved with this project, took a record of the issues raised in relation to the firm's work on the transformation project. These centred upon the shortage of supporting evidence for the assertions made in the report to Council, advice that was later contradicted by others, and the style of the presentations to Members.

Mr Gates thanked Members for their comprehensive comments and undertook to carry out an internal investigation and arrange an independent peer review of the work. He would report back to the Chief Executive. Any matters which could be clarified or rectified would be.

7. ADDITIONAL ITEMS

(a) Date of next Meeting

The Committee will meet as and when necessary.

(b) Review of Second Tier

Senior Management Team would progress this as soon as possible. Staff had been given September as the target.

(c) Business Process Reviews

The Project Manager had started work, but it had not yet been possible to appoint business analysts.

The Meeting ended at 3.40 p.m.
