

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

Minutes of the Policy and Performance Portfolio Holder's Meeting held on
Tuesday, 16 November 2010 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: Mark Hersom

Opposition spokesmen: -

Also in attendance: Douglas de Lacey, Jose Hales, Lynda Harford and Bridget Smith (from 12:10pm)

Officers:

Rachael Fox Customer Service Co-ordinator
Paul Howes Corporate Manager, Community and Customer Services

Maggie Jennings Democratic Services Officer
Richard May Policy & Performance Manager

Steve Rayment Head of ICT

20. DECLARATIONS OF INTEREST

None.

21. MINUTES OF PREVIOUS MEETING

The minutes of the meeting held on 21 September 2010 were agreed as a correct record. There were no matters arising.

22. INFORMATION & COMMUNICATIONS TECHNOLOGY (ICT) SECURITY POLICY AND USAGE GUIDELINES

The Head of ICT explained that a decision was required on the revision of an extract from the current Policy, which included the changes made as a result of Government Connect, together with best practice. The main change to the policy was establishing the prohibition of access from unreliable sources.

Concern was expressed by one Member regarding security of passwords, citing that at least one member of the ICT service would be aware of passwords used by Members. The Head of ICT informed the meeting that all IT support officers had the ability to access everyone's computer/network account and that passwords could be changed by users at any given time.

Concern was also expressed that a number of Members found it difficult to access the current IT system. It was, however, noted that at recent training sessions aimed at helping Members, very few actually attended.

It was noted that from March 2011, the Council would be required to introduce encryption

of data; the complexity of which, may prove challenging for some users. As sensitive council information was password protected, the risk would be data that was uploaded by users themselves. The Information Management Team were also looking into the encryption of e-mails, however, those accessing via the GCSx network would not require encryption.

Some typographical changes within the Policy were requested, namely:

- Paras 2.11, the addition of the word '*be*' between ...circumstances will modems *be* used by third parties
- Paras 3.2, 3.6 and 6.7, the addition of the word '*the*' between ... Access to *the* Council's network and systems

The Portfolio Holder **AGREED** the revised ICT Security policy and usage guidelines 2010/11, subject to the minor typographical changes made at the meeting.

In response to Member concerns, the Head of ICT agreed that a specific Member ICT Security Policy would be drafted and available for comment early 2011. **Action: Steve Rayment**

23. MEMBERS' ICT RELATED ISSUES

The Head of ICT informed the Portfolio Holder that as a result of revised CoCo (v4.1) requirements, it had allowed changes to make the process of accessing the Council's ICT systems easier for Members. Tests were ongoing before finalisation of the changes could become effective. To access the systems would require only one user ID and it would enable support for Members to be achieved remotely and aid problem resolution.

Whilst those Members present welcomed the changes to simplify secure access, all those, apart from one Member indicated that they were happy with the current system.

The Portfolio Holder **NOTED** the contents of the report.

Councillor Douglas de Lacey left the meeting at 12:19, prior to completion of this item.

24. INTEGRATED BUSINESS MONITORING REPORT 2010/11: FIRST AND SECOND QUARTER

Consideration was given to the contents of the report and accompanying appendices relating to projected expenditure and performance at the end of the 2010/11 second quarter. As a result of the ensuing discussion, the following issues were raised:

- The £10k underspend on Homelessness; this may reduce depending on client needs
- The £20k overspend in Development Control; this was due to the requirement to seek specialist external legal advice
- The underspend in respect of Concessionary Fares. This function was expected to be taken over by the County Council in April 2011
- A balance of £109k savings was required in order to balance the required savings target
- The target relating to enhanced street cleansing within 10 of the larger villages would progress to red if funding was not reinstated
- Additional funding in respect of the Sustainable Parish Partnership would be considered during the budget setting process in February 2011

- It was confirmed that the Member Development Charter was signed by the Leader, the Leader of the main Opposition Group and the Chief Executive at Cabinet on 11 November 2010
- It was expected that £274k for ICT Development would be spent by the end of the financial year

The Portfolio Holder **NOTED** the report.

25. FINANCIAL MONITORING REPORTS 2010/11: SECOND QUARTER

The Portfolio Holder was informed that the £14k underspend within the Policy & Performance service had originally been earmarked to conduct a place survey; this had now been abolished, however the monies would now be used for customer satisfaction surveys before the end of the financial year. A suggestion was made that work experience students could be used to help with the surveys; this idea would be taken forward by the Corporate Manager.

The Portfolio Holder **NOTED** the contents of the report.

26. SERVICE IMPROVEMENTS & PERFORMANCE INDICATORS 2010/11: SECOND QUARTER

The Portfolio, having been informed that the action number 1.7.1 (p. 50 of the agenda) relating to Scrutiny and Overview had now been finished and therefore its status was Green, **NOTED** the contents of the report.

27. CUSTOMER SERVICE PERFORMANCE 2010/11 - SECOND QUARTER

The joint Customer Service Standards Performance and Complaints/Compliments report was considered by the Portfolio Holder and the following issues raised:

- Complaints had risen by 50% within the second quarter
- The slippage in the Contact Centre performance was due to several factors. It was, however, continuing to meet the targets set out in the service level agreement
- Not all services returned completed 'learning from complaints' forms
- Details of performance would be published on the Customer Service Excellence website

The Portfolio Holder **NOTED** the report

28. CUSTOMER SERVICE EXCELLENCE (CSE) UPDATE

The Customer Service Coordinator presented an updated report in respect of progress with the corporate project to achieve Customer Services Excellence (CSE) accreditation for the whole Council during 2011. She stated that the project was beginning to generate positive outcomes in terms of greater staff engagement in a customer service culture. Initiatives arising from the corporate project plan such as a revised staff and team recognition scheme for good customer service, to be launched in January 2011, would assist this process further.

The Portfolio Holder **NOTED** the contents of the report.

29. FORWARD PLAN

The Portfolio Holder **NOTED** the contents of the Forward Plan with the addition of the following items for the meeting on 15 March 2011:

- Review of ICT Security Policy
- Review of ICT Strategy

30. DATE OF NEXT MEETING

The date of the next meeting would be held at 11am on 18 January 2011.

The Meeting ended at 12.46 p.m.
