

## 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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