

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

Minutes of the Corporate and Customer Services Portfolio Holder's Meeting held on
Friday, 23 October 2015 at 10.00 a.m.

Portfolio Holder: Peter Topping

Councillors in attendance:

Opposition spokesmen: Henry Batchelor

Also in attendance: Tim Wotherspoon

Officers:

Richard May	Policy and Performance Manager
Steve Rayment	Head of ICT
Ian Senior	Democratic Services Officer

1. DECLARATIONS OF INTEREST

There were no declarations of interest.

2. MINUTES OF PREVIOUS MEETING

The Corporate and Customer Services Portfolio Holder signed, as a correct record, the minutes of the meeting held on 4 September 2015.

In connection with Minute 4 (Customer Service Performance 2015-16 Quarter 1), the Head of ICT gave a brief verbal update on analysing telephone call-waiting times. He was conscious of new working arrangements, and of the need to avoid any negative staff perception at this stage. On a different issue, the Portfolio Holder congratulated all those involved with the successful and well-received implementation of e-Forms. The Portfolio Holder requested that progress be reported as part of the next Performance report.

3. CORPORATE SERVICES - IDENTIFICATION OF SERVICE PRIORITIES FOR 2016-17

The Corporate and Customer Services Portfolio Holder considered a report setting out service priorities for Corporate Services for 2016-17 as the basis for the development of a full service plan.

The Portfolio Holder noted the priorities set out in paragraph 8 of the report from the Executive Director (Corporate Services), but wondered why delivery of the customer contact service had been singled out as having to be of an 'outstanding' standard. In response, the Policy and Performance Manager said that the overall aim was one of achieving excellence, but that precise wording could be looked at in order to achieve consistency throughout the Plan.

The Portfolio Holder was keen that the Service Plan should reflect the Council's encouragement of resilient and sustainable communities.

The Head of ICT said it was important that the public should have confidence in the Council's information governance systems. With this in mind, Cabinet would be considering making cyber-crime a strategic risk.

Those present discussed the indicative ICT Capital Programme attached to the report as

an Appendix. The Head of ICT drew attention to the figure for precautionary items.

The Corporate and Customer Services Portfolio Holder

- (a) **Agreed** the emerging priorities set out in paragraph 8 below as the basis for the development of the Corporate Services service plan for 2016-17, noting that resource requirements will be incorporated as part of the review of the Medium Term Financial Strategy (MTFS) and development of detailed estimates, and
- (b) **recommended** to Cabinet the indicative ICT capital programme set out at Appendix A attached to the report as the basis for discussions to ensure alignment with strategic partners as part of the emerging shared service business model.

4. CORPORATE PLAN ANNUAL REPORT 2014-15

The Corporate and Customer Services Portfolio Holder considered an Annual Report, summarising key achievements against the 2014-2019 Corporate Plan.

Councillor Tim Wotherspoon welcomed the report in principle but said that, while extolling the Council's successes, it should at least acknowledge those areas posing challenges for the Authority. He added the Report should clearly identify its intended audience, which should include Council staff and job applicants.

The Corporate and Customer Services Portfolio Holder agreed that the Annual Report should make reference to challenges such as the five-year housing land supply and Winter organic refuse collections. He added that case studies would also be helpful, for example in demonstrating the Council's efforts in tackling Anti-Social Behaviour.

The Portfolio Holder requested that the minimum possible number of copies be printed but that primary means of accessing the Report should be online.

The Corporate and Customer Services Portfolio Holder **approved** the Annual Report 2014-2015, set out at Appendix A of the report, for publication, and authorised the Executive Director (Corporate Services) to finalise and publish the report and appendix in light of feedback.

5. FORWARD PLAN

The Corporate and Customer Services Portfolio Holder **considered** possible items for the next agenda.

After a short discussion, the Portfolio Holder instructed officers to prepare the following reports:

- Digital by Default – to include consider
 - Alternative means by which to access Council services
 - Training opportunities
 - Use of social media
- ICT Support Services (standing item)

6. DATE OF NEXT MEETING

The next meeting would be convened in the second half of January 2016.

The Meeting ended at 11.40 a.m.
