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South Cambridgeshire District Council

18 March 2022

To: The Leader – Councillor Bridget Smith
Deputy Leader – Councillor Neil Gough
Members of the Cabinet – Councillors John Batchelor, Bill Handley, Dr. Tumi Hawkins, Peter McDonald, Brian Milnes and John Williams
Quorum: Three, including the Leader or Deputy Leader

Dear Councillor

This is a supplement to the previously-published agenda for the meeting of **Cabinet** on **Tuesday, 22 March 2022**, containing those reports which had not been received by the original publication deadline.

Yours faithfully
Liz Watts
Chief Executive

Requests for a large print agenda must be received at least 48 hours before the meeting.

Agenda

Pages

5. Public Questions

The deadline for receipt of public questions is 23:59 on Wednesday, 16 March 2022.
The Council's scheme for public speaking at committee meetings may be inspected here:
Public Speaking Scheme

a) From Mr. Daniel Fulton

Does the Leader of the Council support the political principle of the separation of powers, and if so, can the Leader please explain why there are no meetings of the Civic Affairs or Employment Committees scheduled before the Local Election?

b) From Dr. Douglas de Lacey

My concern is primarily, but not exclusively, with the performance of the Contact Centre (page 31 of Council's agenda). As I often commented when with you, there may be little problem if we miss the target for all of our callers by only a few seconds; though the target itself entails a very long wait of

90 seconds. But there could be a real problem if missing the target means that some callers are left on hold interminably. And when the *average* is 500 seconds -- over 8 minutes! -- as it seems to have been in May 2021, it's hardly surprising that an awful lot of calls are dropped; though there is nothing here to tell us how many that is. Before I resigned from the Council, I was assured that new software would ensure that proper statistical analysis would be provided on KPIs, including geeky things like means and standard deviations. Now nearly a year on we are still presented with the almost meaningless graphs we always had. I do not criticise your overworked officers, but I don't see how you can properly understand the situation absent real data. When will full details be presented in the KPI reports?