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3 March 2010

To: Councillor Tom Bygott, Portfolio Holder

James Hockney
Hazel Smith

Scrutiny Monitor
Opposition Spokesman

Dear Sir / Madam

You are invited to attend the next meeting of **POLICY AND PERFORMANCE PORTFOLIO HOLDER'S MEETING**, which will be held in **JEAVONS ROOM, FIRST FLOOR** at South Cambridgeshire Hall on **THURSDAY, 11 MARCH 2010** at **11.00 a.m.**

Yours faithfully
GJ HARLOCK
Chief Executive

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

AGENDA		PAGES
PROCEDURAL ITEMS		
1. Declarations of Interest		
2. Minutes of Previous Meeting	The Portfolio Holder is asked to sign the minutes of the meeting held on 8 February 2010 as a correct record.	1 - 2
RECOMMENDATIONS TO CABINET / COUNCIL		
3. Information & Communications Technology (ICT) Strategy		3 - 26
DECISION ITEMS		
4. Final Service Plans 2010/11: Community and Customer Services		27 - 80
5. Final Service Plans 2010/11: Information and Communications Technology (ICT)	Attached is the final ICT service plan, comprising the Corporate Services service plan executive summary and overview, with all sections relating to ICT having been highlighted, plus the ICT improvement plan.	81 - 122
INFORMATION ITEMS		
6. Customer Service Excellence (CSE) Project Plan (encompasses Customer Service Strategy 2009-2012)		123 - 176

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|-----------|--|------------------|
| 7. | Customer Service Quarterly Update (April-December 2009) | 177 - 184 |
| 8. | Financial Monitoring Report: Policy and Performance Third Quarter 2009/10 | 185 - 198 |
| 9. | Service Plan Improvement Milestones 2009/10 - Quarterly Report April 2009-December 2009 | 199 - 208 |

STANDING ITEMS

- | | | |
|------------|--|------------------|
| 10. | Forward Plan
The Portfolio Holder will maintain, for agreement at each meeting, a Forward Plan identifying all matters relevant to the Portfolio which it is believed are likely to be the subject of consideration and / or decision by the Portfolio Holder, or recommendation to, or referral by, the Portfolio Holder to Cabinet, Council, or any other constituent part of the Council. The plan will be updated as necessary. The Portfolio Holder will be responsible for the content and accuracy of the forward plan. | 209 - 210 |
| 11. | Date of Next Meeting
To note that the next scheduled meeting is 13 May 2010. | |

GUIDANCE NOTES FOR VISITORS TO SOUTH CAMBRIDGESHIRE HALL

While the District Council endeavours to ensure that visitors come to no harm when visiting South Cambridgeshire Hall, those visitors also have a responsibility to make sure that they do not risk their own or others' safety.

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- **Do not** use the lifts to exit the building. If you are unable to negotiate stairs by yourself, the emergency staircase landings are provided with fire refuge areas, which afford protection for a minimum of 1.5 hours. Press the alarm button and wait for assistance from the Council fire wardens or the fire brigade.
- **Do not** re-enter the building until the officer in charge or the fire brigade confirms that it is safe to do so.

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If someone feels unwell or needs first aid, please alert a member of staff.

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Toilets

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Recording of Business

Unless specifically authorised by resolution, no audio and / or visual or photographic recording in any format is allowed at any meeting of the Council, the executive (Cabinet), or any committee, sub-committee or other sub-group of the Council or the executive.

Banners, Placards and similar items

No member of the public shall be allowed to bring into or display at any Council meeting any banner, placard, poster or other similar item. The Chairman may require any such item to be removed.

Disturbance by Public

If a member of the public interrupts proceedings, the Chairman will warn the person concerned. If they continue to interrupt, the Chairman will order their removal from the meeting room. If there is a general disturbance in any part of the meeting room open to the public, the Chairman may call for that part to be cleared.

Smoking

Since 1 July 2008, the Council has operated a new Smoke Free Policy. Visitors are not allowed to smoke at any time within the Council offices, or in the car park or other grounds forming part of those offices.

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