

COUNCILLORS' BULLETIN

9TH JUNE 2004

CONTENTS



South
Cambridgeshire
District Council

INFORMATION ITEMS

1. Committee Meetings
2. Lunchtime Seminar – Travel to Work
3. Bike to Work Week
4. Call-In Arrangements

DECISIONS MADE BY CONSERVATION PORTFOLIO HOLDER

1. Historic Building Grant Application for re-roofing works at 64 Church Street, **Willingham**

DECISIONS MADE BY OFFICERS

1. Arts Project Grant Aid – Artist Residency at **Fulbourn** Hospital Grounds
2. Arts Guarantee Against Loss – **Fulbourn** Musicfest 2004

MINUTES

1. Information and Customer Services Portfolio Holder Meeting 18 May 2004

COMMITTEE MEETINGS FROM 14th to 18th JUNE 2004			
Monday 14th June 2004	10 am	Information & Customer Services Portfolio Holder meeting	Finance Directors Office
	12 pm	Travel to Work Lunchtime Seminar	Council Chamber
Tuesday 15th June 2004	9 – 2pm	Corporate Induction	Council Chamber
Wednesday 16th June 2004			
Thursday 17th June 2004	9 – 2pm	Role of Elected Members training	Council Chamber
Friday 18th June 2004			

FANCY SOMETHING DIFFERENT FOR LUNCH?

Book a seat on the Travel for Work lunch seminar and find out all there is to know about South Cambs' Travel for Work plan – from public transport, loans and mileage, to home working, car sharing and the 'book a bike' scheme. See one of the five new Brompton folding cycles available for all staff and councillors to book from reception.

New Travel for Work mini guide and Book a Bike information leaflets will be available.

Speakers: Cameron Adams, strategic development officer and Mark Webb, travel for work officer at Cambridgeshire County Council.

12pm, Monday 14 June in the Council Chamber. Lunch will be available afterwards in the members meeting room on the 1st floor.

To book your place contact emma.george@scambs.gov.uk or phone 01954 713001

BIKE TO WORK WEEK 14 – 18 June

FREE BREAKFAST for all staff and councillors who cycle into work on **Wednesday 16 June**. Breakfast will be served by the canteen from 8:00am – 10:00am, just turn up.

Reasons?

- fresh air
- burn off calories
- get fit
- wake up
- save petrol
- cut greenhouse gas and CO² emissions
- cut air pollutants
- cut traffic congestion
- a nice free breakfast!!

Unsure?

Six bikes and equipment are available to hire. To book a bike contact reception.

Looking for a bike buddy? Contact Sally Carroll.

Go on, go on, go on, go on, go on...

CALL-IN ARRANGEMENTS

The Chairman of the Scrutiny Committee or any five other Councillors may call in any executive decision recorded in this bulletin for review. The Democratic Services Manager must be notified of any call in by **Wednesday 16th June 2004 at 5pm**. All decisions not called in by this date may be implemented on **Thursday 17th June 2004**.

Any member considering calling in a decision made by Cabinet is requested to contact the Democratic Services Section to determine whether any relevant amendments have been incorporated.

The call in procedure is set out in full in Part 4 of the Council's Constitution, 'Scrutiny Committee Procedure Rules', paragraph 12.

DECISIONS MADE BY CONSERVATION PORTFOLIO HOLDER

Decision	Reason / Notes
To offer a grant of £8282 to Ms L.Disley of 64 Church Street, Willingham for the use of locally produced clay peg tiles in accordance with the approved grant policy	A grant would meet the aims of the grant policy, encourage the use of local sustainable materials, and enhance the appearance of this historic building and the conservation area.

DECISIONS MADE BY OFFICERS

Decision	Reasons / Notes
<u>Arts Project Grant Aid</u> Award £1,000 PGA to Friends of Fulbourn as a contribution to an artist's residency in Fulbourn Hospital Grounds.	The project involves people suffering from young-onset dementia affecting their self-esteem and confidence. The work produced is of a high standard and can be shown to friends and family. Carers can join in or can take the time as a break
<u>Arts Guarantee Against Loss</u> Award £500 GAL to Townley Memorial Hall Trust	This series of concerts gives residents the opportunity to experience some top quality music in their community. It also aims to involve local professional groups alongside international artists

INFORMATION AND CUSTOMER SERVICES PFH
At a meeting held on the 18th May 2004 at 10.00 a.m.

PRESENT: Councillors JD Batchelor and Mrs DSK Spink

JS Ballantyne	S Carroll
GJ Harlock	SC May
	M Wylie

NO APOLOGIES FOR ABSENCE

2. MINUTES

2.1 Minutes of the meeting of the 20th April 2004 were confirmed as a correct record, subject to the transposition of the contents of minutes 5 and 6.

3. MATTERS ARISING FROM LAST MEETING

3.1 Members Pensions (min 3.1)

It was noted that this was a work in progress. DSKS suggested sending a copy of the County Council booklet to all members rather than attempting to summarise it. GJH/
SM

3.2 Contract with Manning Publishing (min 3.2)

The contract had been signed, but it was noted that current standing orders required a further signature on behalf of the Council.

3.3 Lunchtime Seminars (min 4.8)

Separate seminars for officers and members was not now an issue.

3.4 Elections (min 4.9)

It was confirmed that the count would be held at Comberton Village College (leisure centre) and that further counting staff were still sought. Euro ballots had to be verified before the District votes were counted.

4. COMMUNICATIONS UPDATE

4.1 SC circulated a progress report detailing news releases, statements and letters, media queries, publications and projects.

Travellers

4.2 Various meetings on travellers issues were scheduled in the near future, including one for all parishes affected at 7 p.m. on 20th May and others with the Cottenham residents' association and with the Cottenham Parish Council.

Elections

4.3 Requests were made for public information on where to vote, that people may have more than one vote for District councillors, and how to get hold of the results. SC

South Cambs Magazine

4.4 The first draft was being approved and it was to be signed off to print on 27th May. SC

4.5 The refusal of an advertiser to pay for their advertisement was to be referred next to the Head of Legal Services for a letter. SC

- 4.6 Agreed that a telephone directory page should be published with the Magazine as BT had failed to insert the Council's requested amended entry and publicity had only focussed on the 0845 numbers. The recorded message on the old Cambridge numbers would stop at the end of May. JB suggested that compensation from BT should be pursued. MW
- Who does what guide
- 4.7 JB confirmed that this was needed for councillors. Democratic Services to work with Communications SM/SC
- Grapevine
- 4.8 SC was looking to produce an intranet version.
- Lunchtime Seminars
- 4.9 Plans for the second programme were noted. Art in Cambourne with Beverley Carpenter would be on 12th or 16th July and two more seminars would be held in August.
- Meetings with Directors
- 4.10 The Communications Section was to talk to Directors on their hopes and aspirations for communications within their departments.

5. CASCADE UPDATE

- 5.1 MW reported that the big issue was queuing times for service calls as there were too few agents. He was now confident that the current level of calls represented the norm and extra agents were being recruited. This was also an issue for the switchboard but not so serious; permanent members of staff had now been recruited, the tools available were being reviewed and much longer training was being given. The quality of service on connection remained high.

In the longer term there would be revenue implications but DSKS stated that the contact centre must be made to work properly. JB stated that he would not go ahead with phase 2 until phase 1 was working satisfactorily, but that it should not be pushed back.

6. ICT UPDATE

MW reported that:

- 6.1 Interviews were to be held for his post on Monday but he had been handing over his responsibilities
- The move was the biggest challenge and had been a great success in that all staff were able to access PCs and phones on 4th May
- The biggest failure of the move was the failure of PCs and phones at Waterbeach for 2 weeks
- There were still snags, including an inability to email the County Council, but solutions were in hand
- There were approximately 50 each outstanding help desk calls and service requests, but many of these were quite trivial
- The Cambridge office link was fine, although they had been without printing for a week
- The Cambridge office had about 40 visits a day (c. 120 to Cambourne). There was no expertise or systems to cater for planning enquiries, but a video conferencing link was to be installed in the next 2 weeks. Access to the GIS would be expensive as would an extra copy of each application. JSB suggested that it was too early to establish a pattern of visits.

- 6.2** JB endorsed the success of the move and congratulated MW and his team. DSKS added her congratulations to all staff that provision of services did not fall.

7. BROADBAND UPDATE

- 7.1** It was noted that BT had reduced their prices and criteria and that the Council's contractor had also had to reduce prices. The Council's first customer, at either Steeple Morden or Arrington, should be connected on the 14th June. All vouchers had been sold in these areas, but elsewhere only a small number had been requested as people were waiting for BT to offer service. The project should be completed by December.

8. MEMBER TRAINING BUDGET

- 8.1** The effect of the recommendations of the Member Training Advisory Group on the courses and seminars budget was reviewed. JB reported that he had spoke to Gareth Jones about payment for the briefing in planning and this was being reviewed. It was

AGREED to

confirm agreement to the proposed induction programme and on-going training schedule and cost of approximately £10,000 as outlined in tables A and B in the report submitted;

confirm agreement to the roll-over of unspent budget from 2003/04 (approval subject to the agreement of the Resources and Staffing PFH);

request support from the planning budget for the briefing in planning;

leave the seminars and courses budget as a global sum rather than splitting it between training and conferences in view of the possibilities for virement in the event of over-subscription;

require approval from the Information and Customer Services PFH for all requests to attend conferences to be funded from the Democratic Services seminars and courses budget.

9. FORWARD PROGRAMME

Noted

10. DATES OF NEXT MEETINGS

Monday, 14th June at 10.00 a.m.

Wednesday, 14th July at 10.00 a.m.

The meeting closed at 11.30 a.m.