

COUNCILLORS' BULLETIN

23RD JUNE 2004

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**South
Cambridgeshire
District Council**

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**COMMITTEE MEETINGS FROM:
28th June to the 2nd of July 2004**

Monday 28th June 2004	2.30	Area Joint Committee	Grd Floor Meeting room
Tuesday 29th June 2004			
Wednesday 30th June 2004			
Thursday 1st July 2004	9 - 5	A briefing in planning training course	Council Chamber
Friday 2nd July 2004			

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 30th June 2004 at 5pm**. All decisions not called in by this date may be implemented on **Thursday 1st July 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 OFFICERS

Decision	Reasons / Notes
<u>Arts Project Grant Aid</u> Award a grant of £1,000 PGA to the Cambridgeshire Parkour for the creation of a high quality film featuring the young people who practise Parkour.	Young people have the opportunity to work with a lead artist to develop their skills in camera work, sound recording and video production. The film produced will help the young people express the reasons why they practise Parkour and help them raise the profile of the discipline amongst the wider public.

INFORMATION AND CUSTOMER SERVICES PFH

At a meeting held on the 14th June 2004 at 10.00 a.m.

PRESENT: Councillor JD Batchelor

JS Ballantyne
GJ Harlock

S Carroll
S Rayment

1. Apologies for absence were received from Councillor Mrs DSK Spink

2. MINUTES

2.1 Minutes of the meeting of the 18th May 2004 were confirmed as a correct record.

3. MATTERS ARISING FROM LAST MEETING

3.1 Members Pensions (min 3.1)

JB asked for clarification on whether Member pensions would be back dated. GJH agreed to liaise with SM over this issue.

**GJH/
SM**

3.2 Who Does What Guide (min 4.7)

It was understood that SC was working on this, in conjunction with Democratic Services.

4. COMMUNICATIONS UPDATE

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

Travellers

4.2 SC reported that the Communications Section had received a large number of enquiries regarding Smithy Fen. The Cambridge Evening News had been informed that the Council was considering different courses of action and was currently liaising with its solicitors.

New Offices

4.3 It was noted that articles about the new offices would be generated in trade and local government journals.

South Cambs Magazine

4.4 Copies of the new South Cambs Magazine, Summer 2004 (and Key Issues) were circulated at the meeting. A page of the Council's new phone numbers had been published with the magazine. The deadline for articles for the next magazine was 9th July.

Know Your Local Councillor

4.5 It was hoped that the Know Your Local Councillor guide would be ready to distribute on the open day on 26th June.

New Directions Map

4.6 On the request of HR a new directions map would be produced that would include directions to the Council's office at Waterbeach. SC explained that a £100 discount on the production of the map had been agreed with the printers.

Style Champion

- 4.7 Concern was expressed that some staff were unaware who their style champions was.

Signage

- 4.8 It was noted that it would cost approximately £2,000 to £3,000 to provide Council signage at the various new Council offices. SC and GH agreed to discuss possible funding options. **SC/ GH**

Grapevine

- 4.9 The Grapevine was due to be re-launched under a new name.

Cambourne Planning Embargo

- 4.10 There would be a news release on the lifting of the planning embargo at Cambourne.

Letters to the Cambridge Evening News

- 4.11 It was decided that it would be inappropriate to respond further to recent letters printed in the Cambridge Evening News regarding the Contact Centre.

5. CASCADE UPDATE

- 5.1 Steve Rayment was welcomed to his first meeting of the Group as the Acting Assistant Director (ICT). SR reported that at a recent team meeting staff had been supportive of his promotion. It was noted that there would be no radical changes and SR was liaising with Paul Grainger and Geoff Sissons on the best way to cover the extra workload whilst the post of ICT Business and Operations Manager remains vacant.

Contact Centre

- 5.2 It was noted that the Contact Centre's response times were disappointing for some areas and it was suggested that improvement could be achieved by the short term transfer of 3-4 staff from the Housing Department pending a recruitment programme. However the target of transferring staff on 14th June 2004 had not been met. It was understood that Management Team needed to resolve this issue.

Cost of Phase 2

- 5.3 It was noted that the indicative cost of phase 2 could be as much as £450,000 and would be dependent on a robust business case. The decision on when to progress to phase 2 had not yet been taken.

Employing Business Analysts

- 5.4 It was understood that Management Team would need to discuss the contracts of three Business Analysts, before agreeing to employ them. Employment law would be examined and it was hoped that the Council would be able to fill these posts.

Web Services Officer

- 5.5 It was noted that the person selected to become the new Web Services Officer had previously worked on the BBC website and it was hoped that she would be in post shortly.

6. ICT UPDATE

Phone System

6.1 It was understood that there were still some existing problems with the transfer of the phone system to the Cambourne site. SR stated that very occasionally a caller would be cut off when being transferred from the contact centre. It was understood that the contact centre system would be able to identify where the problem was and the exact number of occurrences. Other issues relating to misplaced calls at South Cambridgeshire Hall are being investigated and it was expected that these problems would be overcome by a free upgrade that BT were providing.

Printers

6.2 3 new network switches were being installed at the new offices that should overcome all printer problems.

Cambridge Office

6.3 It was noted that there would be an internal phone link set up between the Cambridge Office and the headquarters in Cambourne. As a consequence calls between the two offices would be free. This was under test.

Video Conferencing

6.4 It was hoped that a video conferencing facility would be added to the Cambridge Office in the near future. Furniture needed to be acquired and suitable locations in both the Cambridge Office and South Cambridgeshire Hall needed to be agreed.

7. ELECTION UPDATE

7.1 JSB stated that after the recent elections the Council remained no overall control with:

- 23 Conservatives
- 19 Liberal Democrats
- 13 Independents
- 2 Labour

7.2 There were 23 new members. It was understood that the size and composition of Cabinet would be decided at full Council on 24th June and the portfolios would be allocated at the Cabinet meeting immediately afterwards.

7.3 JSB was aware of a complaint regarding the distance between the car park and the polling station at Waterbeach. JB stated that the facilities at the polling station at Bartlow were sub-standard and it served only 38 electors.

7.4 The count on Friday had progressed as well as could be expected. JB praised the Electoral Services section for the considerable effort that they had put in to ensure that the election went smoothly. JB requested a programme of subsequent elections, as it appeared that there would only be five elections in year 3 as there were only five wards with three members. (Since the meeting Chris Taylor has provided a full election programme by ward and year.)

8. BROADBAND UPDATE

8.1 Nothing new to report.

9. FORWARD PROGRAMME

9.1 It was suggested that the Electronic Service Delivery Strategy would **SR** require Council approval later this year.

10. ANY OTHER BUSINESS

10. None.

11. DATE OF NEXT MEETING

11.1 Wednesday, 14th July at 10.00 a.m.

The meeting closed at 11.45 a.m.