

**CUSTOMER SERVICES & RESOURCES  
SCRUTINY COMMITTEE**27 March 2007  
5.00pm –5.25pm

**PRESENT:** Councillors Blackhurst, Bradnack, Ellis-Miller, Hymans, J. Rosenstiel and Taylor (Chair).

**ALSO PRESENT:**

Councillor Cantrill, Executive Councillor for Customer Services and Resources

**FOR THE INFORMATION OF THE COUNCIL****07/CSR/12 MINUTES**

The minutes of the meeting on 16 January 2007 were agreed as a correct record and signed by the Chair.

**07/CSR/13 APOLOGIES**

Apologies for absence had been received from Councillors Liddle and McPherson.

**07/CSR/14 DECLARATIONS OF INTEREST**

- 07/CSR/18 – Councillor Bradnack declared a personal interest as a governor of Cambridge Regional College.

**07/CSR/15 PUBLIC QUESTION TIME**

There were no questions from members of the public.

**07/CSR/16 NON KEY DECISION 2006/07 Estimated Revenue and Capital Outturn, Carry Forwards and Significant Variances** *(See also record of decision CS&R/070327/09)*

- With regards to the Employee Transport Incentive Scheme listed at Appendix C of the report, the Executive Councillor reported that this was being looked at in terms of how to implement it efficiently. The result of this would be shared with other members.
- In response to questions from members, the Director of Central Services explained that the document image processing project itself was not affected by restructuring; however, the appointment to a post to manage the system had been. The funding would be transferred to the new department after restructuring. Currently there was no Records Manager in post so it might be necessary to employ a consultant. Some catch-up was anticipated to cover slippage. Some of the £25,000 would go towards covering consultancy fees. The IT Contract Manager agreed to provide a breakdown of start-up costs for the Records Manager post. The scrutiny committee agreed that the recommendations should be amended so that the proposed carry forward of £25,000 for the Digital Imaging Project be deferred pending receipt of more information from the Head of ICT Client Services.

- The motorisation and automation of the Bishops Mill sluice, listed at SC225 in Appendix D, appeared to be taking a long time. The Head of Property & Building Services explained that this was a difficult job, but it was expected to be completed in winter, 2007/2008, which was the next opportunity for the river to be lowered.

The Scrutiny Committee approved the amended recommendations by 5 votes to 0. The Executive Councillor approved the amended recommendations.

**07/CSR/17 NON KEY DECISION Revenue & Benefit Services – ISCAS Service Review** *(See also record of decision CS&R/070327/10)*

It was noted under 2.1 b) of the report that the recommendations were listed at Appendix B, and not Appendix A as stated in the report.

Members asked the following questions and made the following comments to which officers or other members replied (A):

- The annual audit report of 2005/06 referred to concerns about some of the performance indicators for this service.  
A: The Council expected to be in the highest quartile for the rest of this year.
- The officers involved in encouraging the take-up of electronic transactions were congratulated.
- Services at post offices should continue to be provided.
- The recommendations were very useful. They will be relevant to how the service will look in future, after it had transferred into the Customer Service Centre.

The Scrutiny Committee approved the recommendations by 5 votes to 0.

The Executive Councillor approved the recommendations.

**07/CSR/18 KEY DECISION Triangle Site, North of King's Hedges Road, Cambridge – Proposed Sale of Part to Cambridge Regional College** *(See also record of decision CS&R/070327/11)*

The Head of Property & Building Services explained that the area of land in question was on the left-hand side of the triangle in the site plan at Appendix 1, titled Regional College Site. When the officer's report was written he had been unaware of the College's intention which was to possibly redevelop the site for replacement College covered sports facilities, which would be available for use by external sports clubs and the general public outside College hours. The officer had then spoken to the Head of Active Communities who said that the Council may be supportive of such a plan and that Section 106 funds might become available in the future for such a purpose.

The Scrutiny Committee approved the recommendations by 5 votes to 0. The Executive Councillor approved the recommendations.

The meeting ended at 5.25pm.

**Chair**