

The Executive – 10 June 2015

Minutes of the meeting of **The Executive** held on **10 June 2015** when there were present:-

Chairman: Cllr T G Cutmore
Vice-Chairman: Cllr K H Hudson

Cllr Mrs G A Lucas-Gill
Cllr Mrs J R Lumley
Cllr Mrs J E McPherson
Cllr Mrs C E Roe

Cllr S P Smith
Cllr M J Steptoe
Cllr I H Ward

OFFICERS PRESENT

| | | |
|-----------------|---|--|
| A Dave | - | Chief Executive |
| N Khan | - | Director |
| S Scrutton | - | Director |
| M Hotten | - | Assistant Director – Environmental Services |
| M Harwood-White | - | Assistant Director – Commercial Services |
| D Tribe | - | Assistant Director – Customer, Revenues & Benefit Services |
| J Bridge | - | Assistant Director – Community & Housing Services |
| J Bostock | - | Assistant Director – Democratic Services |
| A Lowing | - | Strategic Partnership Officer |
| L Spicer | - | Senior Communications Officer |

The Chairman welcomed Councillor Mrs J R Lumley to her first meeting of the Executive as Portfolio Holder for Community.

116 MINUTES

The Minutes of the meeting held on 15 April 2015 were approved as a correct record and signed by the Chairman.

117 REPORT OF THE REVIEW COMMITTEE ON THE OPERATION OF THE ICT CONTRACT

The Executive considered the report of the Review Committee on the operation of the ICT contract.

Having heard from the Portfolio Holder for People and Technology, Councillor Mrs G A Lucas-Gill, on the current situation in relation to each of the Review Committee's recommendations it was:-

Resolved

- (1) That it be noted that the user survey included with incident closure emails has already been stopped.
- (2) That it be noted that problems associated with iPad profiles and various

applications appearing on Member iPads are under consideration.

- (3) That the use of iPads by Members be retained in favour of the introduction of crypto cards given difficulties that can be associated with such cards.
- (4) That consideration be given to linking increases in contracts for third party software with the Consumer Price Index where possible.
- (5) That the use of the CMIS software provided by Astech be examined to see if there are additional benefits that could be obtained. (ADTS)

118 CUSTOMER FEEDBACK UPDATE AND FREEDOM OF INFORMATION STATISTICS 2014/15

The Portfolio Holder for People and Technology, Councillor Mrs G A Lucas-Gill, presented the customer feedback update and Freedom of Information statistics report.

Members agreed that it would be useful to have some additional information in relation to aspects of the figures and it was:-

Resolved

That the customer feedback and Freedom of Information Statistics for 2014/15 be noted, subject to the next report including:-

- Detail on the sources of complaints and freedom of information requests.
- Some case studies in relation to compliments.
- How Rochford District Council's statistics compare with those of other authorities. (ADCRB)

EXCLUSION OF THE PRESS AND PUBLIC

Resolved

That the press and public be excluded from the meeting for the remaining business on the grounds that exempt information as defined in paragraphs (1) and (3) of Part 1 of Schedule 12A of the Local Government Act 1972 would be disclosed.

119 COMMISSIONING OF ADVICE SERVICES – SPECIFICATION APPROVAL

The Executive considered the exempt report of the Assistant Director, Legal Services on the specification for the commissioning of advice services in the Rochford District from April 2016.

It was noted that the Council's partners had been fully engaged in the process of specification development.

Resolved

That the draft specification for the commissioning of advice services in the Rochford District from April 2016, as set out in appendix 1 of the exempt report, be approved. (ADLS)

120 BUSINESS RATES WRITE OFFS

The Executive considered the exempt report of the Assistant Director, Resource Services on two cases of business rates write offs.

It was agreed that it would be of value to have further information on the implications of a bankruptcy order referred to in paragraph 2.7 of the exempt report and the precise financial implications of proposals.

Resolved

That authority be delegated to the Portfolio Holder for Finance to write off sums in relation to the two cases identified in the exempt report, subject to this being financially advantageous to the Council. A report to be submitted to the next meeting of the Executive if this is not the case. (ADRS)

121 PRESENTATION FROM THE ASSISTANT DIRECTORS

The Executive received a presentation from the Assistant Directors on work that they had undertaken in relation to organisational development. The presentation, for which the overall theme was 'a Council built on reputation', covered the community, finance, staff, performance and moving forward. It concluded with a suggestion that further detailed work be undertaken with Members on four sub-themes – cultural transformation, the corporate plan, performance review and innovation and commercialisation.

Members agreed that the ethos of the presentation should be embraced. It was good to see how much thought had gone into the development of proposals. Particular reference was made to the benefits that could flow from a review of performance reporting and the introduction of a dashboard approach. It was noted that the Assistant Directors intended that progress on the four sub-themes be reported to the Executive each month. The possibility of working sessions involving the Executive Members and the Operational Leadership Team as well as Portfolio Holders undertaking staff visits in relation to their respective areas of responsibility was endorsed.

In terms of the four sub-themes, the Chairman confirmed that he would be pleased to be involved in Corporate Plan development and that his colleagues on the Executive would no doubt be happy to be involved in this and other areas of work as considered appropriate. (AD's)

The meeting closed at 8.44 pm.

Chairman

Date

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