

---

## **Cabinet**

### **Report of the meeting held on 22nd September 2011**

---

---

#### **Matter for Decision**

---

#### **21. FINANCIAL FORECAST**

In conjunction with the Overview and Scrutiny Panel (Economic Well-Being) (Item No 9 of their Report refers) and by way of a report by the Head of Financial Services reproduced separately on the Council agenda, the Cabinet has been acquainted with the present position in relation to the Council's financial forecast for the period up to 2024/25.

The Cabinet has been informed of potential variations in a number of sources of income and other factors that could affect the Council's financial position. Members were advised that there remains a number of uncertainties which might impact upon the forecast including the level of Government funding, the future economic situation and the achievement of some of the existing savings proposals. In that respect, Executive Councillors have noted that a number of options are being investigated for preserving the current CCTV service and that a report on the potential impact of reductions in the Community Development Commissioning budget on the voluntary sector organisations will be submitted to Overview and Scrutiny Panel (Social Well-Being) and Cabinet in October.

In considering the views of the Overview and Scrutiny Panel (Economic Well-Being) regarding the setting of the Council Tax for 2012/13. Members were of the opinion that the implications of not increasing Council Tax next year should not be included in the options under consideration given the level of expectation this would give residents and the impact it would have on the ability to make reductions in the scale of the Council's spending.

Having approved the annuity basis for the calculation of Minimum Revenue Provision, the Cabinet

#### **RECOMMEND**

**that the Council approves the contents of the report now submitted.**

---

## **Matters for Information**

---

### **22. COUNCILLOR T V ROGERS**

The Cabinet has noted the resignation of Councillor T V Rogers as a Cabinet Member and the intention to appoint Councillor J A Gray as Executive Councillor for Resources and Councillor D Tysoe, as Executive Councillor for Environment.

### **23. CAMBRIDGESHIRE RESIDENTIAL TRAVEL PLAN GUIDANCE**

In conjunction with the Overview and Scrutiny Panel (Environmental Well-Being) (Item No 11 of their Report refers), the Cabinet has been given the opportunity to consider the content of draft Cambridgeshire Residential Travel Plan (RTP) Guidance and has endorsed the document as a basis for public consultation.

The Guidance has been developed by the County Council in discussion with the City and District Councils in Cambridgeshire. It clarifies the process for residential travel plans which will require developers to introduce a package of measures that promote sustainable travel within new residential developments by encouraging the use of more sustainable travel options such as walking, cycling, public transport and car sharing which will assist in improving health and community well-being. Executive Councillors have been advised that planning applications for all developments which could potentially generate significant amounts of traffic movement will have to be accompanied by a RTP.

### **24. DISABLED FACILITIES GRANT BUDGET**

Having regard to the views of the Overview and Scrutiny Panel (Economic Well-Being) (Item No 11 of their Report refers), the Cabinet has approved the immediate release of a supplementary capital estimate to meet an increase in demand for Disabled Facilities Grants. Executive Councillors were conscious that the cost and demand for DFG's had increased considerably rising from a total of 188 approved applications at a cost of £1,021,717 in 2009/10 to 320 grants at a cost of £1,806,844 in 2010/11. Members were conscious that the level of grants in 2011/12 were likely to exceed these figures and that any delay in providing them would have a detrimental impact on the quality of life of those requiring adaptations to their home.

### **25. CALL CENTRE OPTIONS BEYOND 2012**

*(The following item was considered as a confidential item under paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972)*

In conjunction with the Overview and Scrutiny Panel (Economic Well-Being) (Item No 10 of their Report refers), the Cabinet has considered a range of options for the management of the District Council's Call

Centre after the expiry of the main IT contracts in December 2012. Having concurred with the Panel that the Call Centre continues to provide an excellent service, Executive Councillors have decided that the Council should retain an HDC Operated and staffed Call Centre beyond December 2012.

With regard to the future location of the Call Centre, Members concurred with the Panel that further consideration should be given to utilising the District Council's own property portfolio. Given that the lease on Speke House will not expire for a further 18 months, the Cabinet has requested that a further report on the location of the Call Centre, including a more robust risk assessment and a detailed comparison of options available, be submitted to the Overview and Scrutiny Panel (Economic Well-Being) and Cabinet in January 2012.

In considering options for the replacement of the Customer Relationship Management System (CRM), the Cabinet has requested the Project Team to commence a formal procurement process for the system which will include discussions with other neighbouring authorities regarding the sharing of technology. Having been advised that a new system was likely to generate a saving for the authority, the Cabinet has authorised the Managing Director (Resources), after consultation with the relevant Executive Councillor to approve the final decision on future CRM options.

With regard to the automated call distribution telephony system currently used by the Call Centre, the Cabinet concurred with the Panel that the current Avaya System is a "best in class" solution and they agreed that officers from the Project Team initiate negotiations with Cambridgeshire County Council to extend the current agreement.

## **26. OFFICER EMPLOYMENT PROCEDURE RULES**

*(The following item was considered as a confidential item under paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972)*

Having been acquainted with the requirements of paragraph 4(e) of the Officer Employment Procedure Rules, the Cabinet has confirmed that there was no material or well-founded objection to the proposals to establish a Corporate Support Office and the consequential impact on the People, Performance and Partnerships Division and Central Services Directorate.

J D Ablewhite  
Chairman