

## Strategy and Resources Committee

14 January 2019

7.30 pm at the

Civic Offices, St Nicholas Way, Sutton SM1 1EA



To all members of the Strategy and Resources Committee:-

Chair: Councillor Ruth Dombey  
Vice-Chair: Councillor Jayne McCoy  
Councillors: Manuel Abellan, Jean Crossby, Sunita Gordon, Amy Haldane, Marlene Heron, Marian James, Steve Penneck, Tim Crowley, Neil Garratt, David Hicks, Holly Ramsey, Tom Drummond and Tim Foster

Substitutes: Councillors David Bartolucci, Jenny Batt, Chris Williams, Jane Pascoe, Elliot Colburn, Param Nandha, Jillian Green and Nick Matthey

This is a Council meeting held in public. Additional representations are at the invitation of the Chair of the Committee. If you are a relevant organisation and you wish to submit representations on a proposal contained within the reports to this agenda please submit a request via Committee Services three working days before the meeting date.

The council allows and welcomes any recording, photographing or filming of the proceedings of a council meeting or use of social media by any member of the public, media or councillor subject to it focusing on, and not disrupting, the meeting. Mobile devices can interfere with the wireless microphones and induction loop, and if that is the case the Chair may require that such devices are turned off. In order to facilitate the recording of meetings, members of the public or media are encouraged to contact [committeeservices@sutton.gov.uk](mailto:committeeservices@sutton.gov.uk) in advance of the meeting

**This meeting will be recorded and made available on the Council's website.**

**PLEASE NOTE:** Any decision taken at this meeting does not become definitive until 10am on the third working day after the meeting. Any four members of the Council may notify the Chief Executive by then if they require a decision to be reviewed by the appropriate committee at its next meeting. Please contact the Committee Services representative shown on the front page for further information.

Mary Morrissey  
Chief Executive (Interim)  
Date 4 January 2019

*Enquiries to: Alexa Coates, Head of Committee and Management Support Tel: 020 8770 4990 | Email: [committeeservices@sutton.gov.uk](mailto:committeeservices@sutton.gov.uk)  
Copies of reports are available in large print on request*

# A G E N D A

1. **Apologies for absence**
2. **Declarations of Interest**
3. **Minutes** 1 - 4

To approve as a correct record the minutes of the meeting held on 29 October 2018.
4. **Any Items the Chair deems urgent**
5. **Customer Access Strategy** 5 - 40

The London Borough of Sutton and the Royal Borough of Kingston upon Thames are working together to improve the customer experience to improve outcomes, reduce costs and meet the growing expectations of our residents. The Customer Access Strategy includes our vision for customer access, how we will organise to deliver it, the capabilities we need to get there, and the benefits and risks of doing so.
6. **Digital Strategy** 41 - 66

An update to the Council's Digital Strategy.
7. **Proposal to apply for Employer with Heart Charter Mark in support of employees with premature babies** 67 - 70

This report sets out proposals to apply for the Employer with Heart Charter Mark for employers who support premature babies. It proposes changes to Parental Leave provisions to support parents at this difficult time.
8. **Portage Spin Out** 71 - 84

This paper explores the potential opportunities for Portage to spin out of the local authority. Content includes the business plan, financial plan, and options for new service delivery.
9. **Exclusion of the public and press**

The following motion should be moved, seconded and approved if the committee wishes to exclude the press and public to deal with reports revealing exempt information:

“That the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3 Schedule 12A of the Local Government Act 1972.”