

**Strategy and Resources Committee****14 January 2019****STRATEGY AND RESOURCES COMMITTEE****14 January 2019 at 7.30 pm**

**MEMBERS:** Councillor Ruth Dombey (Chair), Councillor Jayne McCoy (Vice-Chair) and Councillors Manuel Abellan, Sunita Gordon, Amy Haldane, Marlene Heron, Steve Penneck, Tim Crowley, Neil Garratt, David Hicks, Tom Drummond and Tim Foster

**ABSENT** Councillor(s) Jean Crossby, Marian James and Holly Ramsey

**29. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Marian James and Holly Ramsey. Councillors Chris Williams and Param Nandha attended as substitutes for Councillors Marian James and Holly Ramsey respectively.

**30. DECLARATIONS OF INTEREST**

There were no declarations of interest made.

**31. MINUTES**

The minutes of the meeting held on 29 October 2018 were agreed as a correct record and signed by the Chair.

**32. ANY ITEMS THE CHAIR DEEMS URGENT**

There were no urgent items.

**33. CUSTOMER ACCESS STRATEGY**

The Head of Customer Experience introduced the report. Members asked officers to explain the difference between citizen rather than service focus. Officers explained that this was about facilitating residents' access to services based on their needs rather than being focused on the structures of the Council. Members discussed the difference in cost of face to face rather than online contact, and the need to support digital access to services. Officers advised that the library service and the voluntary sector would be important in supporting residents to access services digitally. Members also discussed email response rates and how the aim of responding within 10 working days would be achieved - Officers advised that in part this was about being open with residents on timescales of dealing with issues and communicating to residents about progress.

**RESOLVED: -**

1. That the draft Customer Access Strategy attached as Appendix A, be approved.

**34. DIGITAL STRATEGY**

The Assistant Director, Digital and ICT introduced the report. Members discussed whether third party applications had been considered as part of the digital strategy and how the Council can make use of different apps - such as reporting tools. In addition Members also asked about whether the Council's performance data could be made available to the public. In relation to reporting tools members supported developing use of GIS data to identify the location of issues and reducing duplicate reports.

Officers advised that part of the strategy was making the Council's data open and transparent and this would include looking at what performance data could be available.

**RESOLVED: -**

1. That the updated Digital Strategy attached at Appendix A, be approved, as the Council's main strategy to deliver improvements for the residents and businesses of, and visitors to the borough through the use of digital and smart place technology, and improved use of data.

**35. PROPOSAL TO APPLY FOR EMPLOYER WITH HEART CHARTER MARK IN SUPPORT OF EMPLOYEES WITH PREMATURE BABIES**

The Head of HR Consultancy introduced the report. Members requested that any subsequent policies changes be promoted to staff.

**RESOLVED: -**

1. That the proposal to apply for the Employer with Heart Charter Mark be endorsed and the required changes to the Council's policies be made.

**36. PORTAGE SPIN OUT**

The Assistant Director - Customers, Commissioning and Governance introduced the report. Members discussed support from the Council for the proposed company and whether this would be proactive or reactive. Officers advised that as this would not be a local authority owned company, there would be a key role for the advisory board in supporting the company.

The chair moved to exclude the public and press.

**RESOLVED: -**

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.

As part of an exempt session Members discussed company directors, marketing, income generation, the availability of grants and the risks in supporting the transition of the service. Members requested additional resolutions in relation to the provision of professional advice and the terms of the loan repayment. The recommendations were put to the vote and unanimously carried.

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**RESOLVED: -**

1. That the Council’s support for the transition of the internal Portage service into the Community Interest Company (CIC) based on the externally validated business plan, be confirmed.
2. That authority to negotiate contractual arrangements as part of the transfer needed (see appendix A) be delegated to the Strategic Director of People’s Services.
3. That authority to negotiate the transfer of office assets, buy-back support and cash-flow loan arrangements based on similar lines with other previous new delivery models be delegated to the Strategic Director of Resources
4. That the CIC be recommended to secure professional advice formally as part of its governance arrangements
5. That the confirmation received that the loan to the CIC will begin to be paid back from year 3, be noted.

The meeting ended at 9.06 pm

Chair: .....

Date: .....

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