



Cambridge City Council

STRATEGY AND RESOURCES SCRUTINY COMMITTEE

To: Councillors Boyce (Chair), Rosenstiel (Vice-Chair), Al Bander, Ashton, Benstead, Brown, Herbert, Nimmo-Smith and Pogonowski
Alternate: Saunders, Owers and Wright

Leader of the Council – Councillor Reid
Executive Councillor for Customer Services and Resources –
Councillor McGovern

Despatched: Wednesday 7 March 2012

Date: Monday, 19 March 2012
Time: 5.00 pm
Venue: Committee Room 1 & 2 - Guildhall
Contact: Glenn Burgess **Direct Dial:** 01223 457169

AGENDA

1 APOLOGIES FOR ABSENCE

2 DECLARATIONS OF INTEREST

Members are asked to declare at this stage any interests that they may have in an item shown on this agenda. If any member of the Committee is unsure whether or not they should declare an interest on a particular matter, they should seek advice from the Head of Legal Services before the meeting.

3 PUBLIC QUESTIONS

4 MINUTES OF THE PREVIOUS MEETING (*Pages 1 - 4*)

Items for Decision by the Executive Councillor, Without Debate

These Items will already have received approval in principle from the Executive Councillor. The Executive Councillor will be asked to approve the recommendations as set out in the officer's report. There will be no debate on these items, but members of the Scrutiny Committee and members of the public may ask questions or comment on the items if they comply with the Council's rules on Public Speaking set out below.

Items for Debate by the Committee and then Decision by the Executive Councillor

These items will require the Executive Councillor to make a decision after hearing the views of the Scrutiny Committee.

There will be a full debate on these items, and members of the public may ask questions or comment on the items if they comply with the Council's rules on Public Speaking set out below

Decisions of the Leader

Items for Decision by the Leader, Without Debate

5 INSTALLATION OF SOLAR THERMAL TECHNOLOGY ON CITY COUNCIL PROPERTIES *(Pages 5 - 16)*

Items for debate by the committee and then decision by the Leader of the Council

6 SINGLE EQUALITY SCHEME 2012 - 2015 *(Pages 17 - 58)*

7 GREATER CAMBRIDGE GREATER PETERBOROUGH LOCAL ENTERPRISE PARTNERSHIP: INCORPORATION AS A COMPANY LIMITED BY GUARANTEE *(Pages 59 - 62)*

Decisions of the Executive Councillor for Customer Services and Resources

Items for debate by the committee and then decision by the Executive Councillor for Customer Services and Resources.

8 **DESKTOP UPGRADES** (*Pages 63 - 72*)

9 **PROJECT APPRAISALS:
CUSTOMER SERVICES IMPROVEMENT PROJECTS** (*Pages 73 - 76*)

9a Customer Service Automatic Payment Machine Head of Customer Services
(*Pages 77 - 86*)

9b Customer Service Touch Screen Information Kiosks Head of Customer
Services (*Pages 87 - 96*)

9c Customer Service Centre Accommodation Works Head of Customer
Services (*Pages 97 - 106*)

Items for decision by the Executive Councillor for Customer Services and Resources, without debate.

10 **BENEFIT IRRECOVERABLE DEBTS TO BE WRITTEN OFF**
(*Pages 107 - 108*)

Information for the Public

QR Codes
(for use with Smart
Phones)

Location The meeting is in the Guildhall on the Market Square (CB2 3QJ).

Between 9 a.m. and 5 p.m. the building is accessible via Peas Hill, Guildhall Street and the Market Square entrances.

After 5 p.m. access is via the Peas Hill entrance.

All the meeting rooms (Committee Room 1, Committee 2 and the Council Chamber) are on the first floor, and are accessible via lifts or stairs.



Public Participation Some meetings may have parts, which will be closed to the public, but the reasons for excluding the press and public will be given.

Most meetings have an opportunity for members of the public to ask questions or make statements.

To ask a question or make a statement please notify the Committee Manager (details listed on the front of the agenda) prior to the deadline.

- For questions and/or statements regarding items on the published agenda, the deadline is the start of the meeting.
- For questions and/or statements regarding items NOT on the published agenda, the deadline is 10 a.m. the day before the meeting.

Speaking on Planning Applications or Licensing Hearings are subject to other rules and guidance on speaking on these issues can be obtained from Democratic Services on 01223 457013 or democratic.services@cambridge.gov.uk.

**Filming,
recording
and
photography**

Filming, recording and photography at council meetings is allowed subject to certain restrictions and prior agreement from the chair of the meeting.

Requests to film, record or photograph, whether from a media organisation or a member of the public, must be made to the democratic services manager at least three working days before the meeting.

The Democratic Services Manager can be contacted on 01223 457013 or democratic.services@cambridge.gov.uk.

Fire Alarm

In the event of the fire alarm sounding please follow the instructions of Cambridge City Council staff.

**Facilities for
disabled
people**

Access for people with mobility difficulties is via the Peas Hill entrance.

A loop system is available in Committee Room 1, Committee Room 2 and the Council Chamber.

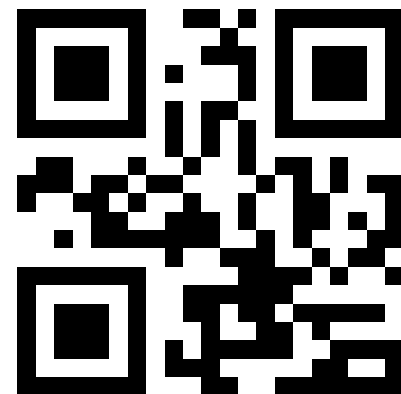
Adapted toilets are available on the ground and first floor.

Meeting papers are available in large print and other formats on request.

For further assistance please contact Democratic Services on 01223 457013 or democratic.services@cambridge.gov.uk.

Queries on reports

If you have a question or query regarding a committee report please contact the officer listed at the end of relevant report or Democratic Services on 01223 457013 or democratic.services@cambridge.gov.uk.



General Information

Information regarding committees, councilors and the democratic process is available at www.cambridge.gov.uk/democracy.



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