

Cabinet Lead Report – Council 10th December 2014

Councillor Mike Fairhurst - Cabinet Lead for Marketing and Development

Marketing, Communications & Branding

Customer Services achieved all service levels answering 9634 calls and meeting 4442 customers at reception for the Month of October. Customers are expressing a good level of satisfaction with the service they receive from Customer Services.

'Serving You' magazine was distributed to all residences in the Borough during November. This edition includes the bin collection dates for the Christmas period. Extra copies of the magazine can be requested via customer services.

Press releases have included:

- Parking Buy One (hour) – Get One Free, BOGOF
- New exercise class for older people in ???
- Thinking of eating out this Christmas? 'Look before you book'
- A year of remembrance, an afternoon of reflection.
- Cowplain Bowls Club awarded £75,000 from Sport England
- Walk Leaders Wanted
- Beach Management at Eastoke,.
- Enhancements to Hambledon Place
- Free Fireworks

Business Transformation, Service Futures & Channel Shift

Legal Services recommendations were endorsed by Cabinet. It was agreed that the gate keeping approach to project management will be used to ensure robust delivery of the project. The project is on time to set up the shadow company by April 2015.

Community led projects: Commissioning, crowd sourcing, crowd funding, localism, demand management and the council as enabler. There will be a workshop within the next 5 weeks to test political appetite, allocate resources and agree priorities

Work on offering customer choice (currently with a working title of 'Personalisation') has identified a need to modernise some of our infrastructure. The officers taking this project forward will be presented a workshop as part of the Seminar day arranged for 8th December, and a business case will be considered by Cabinet in February 2015

Five Authority Partnership

This is the innovative way we intend to re-let the Capita contract that expires in 2017. We are stating now because the contracts of two of our partners expire next year.

On 23 October Jane Eaton represented the Council at a Meet the Market day. Over 20 potential tenderers attended and 7 made written submissions about how to format the contract.

Gill Knellor and I attended the first project board meeting on 5 November with Chief Executives and Leaders of the other councils (Vale of White Horse, South Oxfordshire, Mendip and Hart).

The first drafts of the service specifications have been reviewed by our staff.

The OJEU advertisement will go out in January.