

CITY SCENE

www.cambridge.gov.uk

The magazine for Cambridge City Council staff

Council staff notch up 880 years' service



Staff who were honoured at the special Long Service Awards ceremony at the Guildhall in May.

Council staff have been rewarded for their long service. A total of 35 employees have notched up 880 years' service between them. During a special ceremony, they were presented with certificates, vouchers and champagne.

Rob Hammond, Chief Executive, added: "These long-serving staff have shown tremendous commitment to Cambridge – both to the Council and

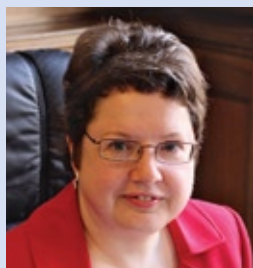
the community."

The staff honoured were: Susan Hewitt, Alison Kemp, Margaret Lawrence, Valerie Whitehead, Peter Melbourne, Clive Simpson, Robert Matthews, Ged Butler, David Rookes, Peter Allen, James Fox, Bruce Carter, Roger Capon, Patrick Rookes, Andrew Turpin, Anthony Greenaway, Trevor Addison, Andrew Chapman, David Wood, Mac McDonald, Harry Cubitt,

Sue Amner, Tracey Hine, Hilary Newby, Carole Starling, Angela Humm, Brian Gent, Kate Killingray, Jo Cuninghame, Corrina Fuller, John Summers, Sharon Chambers-Smith, Lesley Howard, Alison Dean and John Frost, who all have 20 years' service.

Also Terry Cunningham, Nigel Pitt, Brian Phillips, Steven Rollings, Alan Roberts and David Pleasance, who all have 30 years' service.

Antoinette Jackson is new Chief Executive



Antoinette Jackson, formerly the City Council's Director of Customer and Democratic Services,

is the new Chief Executive of Cambridge City Council.

She came through a rigorous selection process co-ordinated by a cross-party sub-committee of councillors to secure the top job. Councillors at the annual council meeting on 21 May approved her appointment.

Commenting on her appointment Antoinette said: "I am delighted to be appointed as Chief Executive of the City Council.

"I know already from my time in the organisation that the Council has committed councillors and fantastic staff. I look forward to working with them, and our range of partners, to make sure we provide high quality services to all our residents and continue to secure the long term success of Cambridge as a wonderful place to live, work and visit."



ROB HAMMOND'S FAREWELL COLUMN

A great big thank you.

As I look back on 19 fantastic years as Chief Executive there is one thread which runs right through the picture. That is the tremendous commitment from staff and members to the Council and the City. The sheer hard effort and thought that you all put into making the Council as great as it is, and improving Cambridge, has made my job a real pleasure.

I reflect on the many changes to Cambridge (most of them improvements!) that we have either brought about or worked with others to achieve. Yes, we need the right resources to hand – the IT systems, buildings and cash – but, in most cases, it is the people that make the difference between a mediocre result and one we can be proud of.

I am always proud to say that I work for the City Council. One of the main reasons is that I can point to so many examples of service that you all put in to make life better for the community. Sure, I am also very proud of our excellent ratings for performance and use of resources, and our ability to influence what happens in the City and beyond, but as I leave the Council the warmest thoughts I will take with me are of the great people I have worked with here.

So a very big, heartfelt thank you from me – and good luck in all you do in the future.

Staff success



(From left to right) Steve Benson, CIH president, Dan Roberts, Margaret Beckett MP, Louise Harris, CIH council member.

Dan Roberts, Housing Options and Advice Officer in Community Services, recently completed his Postgraduate Professional Diploma in housing with the Chartered Institute of Housing (CIH). He has also won the prestigious CIH Distance Learning

Student of the Year award for outstanding performance.

Dan and his wife were invited to the CIH Presidential Dinner at the Natural History Museum. The housing minister Margaret Beckett presented him with a medal and a cheque for £200.

Emma Davies, Planning Officer in the Planning Policy team, achieved a distinction in her Planning Masters at the University of Westminster.

Emma recently co-presented a guest lecture on 'Climate Change and the Code for Sustainable Homes' to the current masters students at the university.

Well done to Paul Boucher, Head of Customer and Support Services in Environment and Planning, who qualified as a PRINCE2 (Projects

in Controlled Environments) Registered Practitioner in November 2008.

Congratulations to the following staff at the Customer Service Centre.

Karen Butcher, Senior Customer Service Advisor achieved British Sign Language level 1 and is now studying for level 2, and Pam Finch, Senior Customer Service Advisor gained a degree in religious studies and philosophy.



Anette Grindsted (left) and Cassie Shaw.

Anette Grindsted and Cassie Shaw from Human Resource have good reason to celebrate as they have recently gained important professional qualifications.

Anette, Diversity Adviser, got her Professional Diploma in Marketing through CIM and Cassie, Recruitment Advisor, attained her Chartered Institute of Personnel & Development qualification.



Allan Brigham, pictured with his barrow outside Queens' College.

Allan's awesome award

By **Chris Boland**
Web Officer

Allan Brigham, one of our street sweepers and a highly respected local historian, has been awarded an honorary degree by Cambridge University.

Allan first came to Cambridge 30 years ago to visit a friend and only intended to stay a few months. He simply planned to get a job, save some money and leave. Allan admits that he hated the city when he first arrived – disliking the surrounding flat landscape – having been used to walking the hilly countryside of Yorkshire.

He now jokes that, 30 years later, he is in the same job, still hasn't saved any money, but what has changed

is that he now thinks Cambridge is a fantastic place.

Allan trained as a tour guide 20 years ago and says that he learnt most about the city from his job as a street sweeper. Allan said: "How I really got to know Cambridge is from the people that live here, the guys I've worked with and the people you meet on the streets. It gives you a great perspective on the city."

When asked about the award, Allan commented: "At first I just didn't know if it was for real or not – and then I saw it in the *Cambridge News*, so I knew it must be."

"It's nice," he says modestly, reflecting on the honour.

Allan is due to be awarded his degree at a ceremony at the University in July.

Celebrating a clean success



Faced with strong competition across the UK, The British Cleaning Council's, 2008/2009 Clean Britain Awards acknowledged Cambridge City as one of Britain's cleanest places.

The awards were recently presented at the 2009 National Cleaning Show held at the NEC in Birmingham. Dave Coventry, Head of Streetscene, and Bob Kerry, Street Services Project Development Office, collected the award. This achievement is welcome recognition of the work to keep Cambridge clean and green.

Considerable success has been achieved across the city as residents and visitors demand ever-higher standards of street cleanliness. The Council works hard on behalf of its residents to be one of the cleanest cities in the UK and present a good first impression.

Heading in the right direction

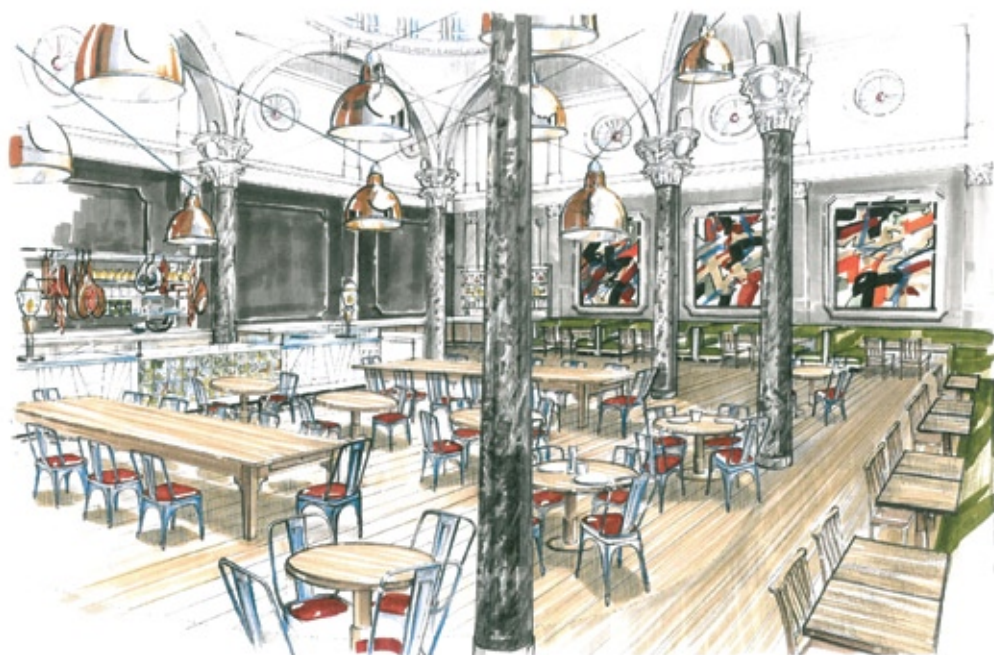
In our class of 201 local authorities the Cambridge City Council website was listed as a top-performing district council by the 2009 SOCITM (Society of Information Technology Management) *Better Connected* report. This is the annual survey of all local authority websites that uses evidence-based research to

identify good practice, determined by how useful, usable and used a website is.

The website scored highly for accessibility, navigation, use of location, search options, A to Z listings, and news value. In our class the Council was one of only five to get an 'excellent' rating for usability.



Relocation, restoration, regeneration



An artist's impression of the planned rotunda seating area in Jamie Oliver's new restaurant.

The refurbishment works at the Guildhall are well under way and on schedule for completion in October. The project – set up to support the regeneration of the area at the back of the Guildhall, Wheeler Street, and to generate income for the Council – will establish new locations for the Tourist Information Centre (TIC), the box office, a new TIC shop and a coffee shop.

The Council has an agreement with Jamie Oliver to lease the TIC Rotunda and the current box office to establish a Jamie's Italian restaurant, scheduled to open during spring 2010.

Joan LeFever will run the new TIC shop, renamed The Cambridge Gift Shop, in the former Robing Room, and a new local coffee shop, called The Green Coffee Company, will take over the former Cashiers and Jury room. The TIC will then move to a newly-refurbished location in the Old Police Court.

The box office will relocate to Wheeler Street, immediately opposite its current location, during August this year. For additional information please contact Frances Barratt, Corporate Projects Manager, ext 7008 or email frances.barratt@cambridge.gov.uk

More than 'bricks and mortar'

By **Tim Wetherfield**
Urban Growth Manager

Growth is not just about 'bricks and mortar' and building new homes and communities, but also about the quality of life of existing and new residents over many years. The Council has a responsibility to ensure that Cambridge thrives as a result of sustainable, well-designed, environmentally sensitive and affordable growth.

Between 2001 and 2021 the number of homes in Cambridge has to grow by about 40% while the population will increase by around 30%. This will create significant extra demands on public utilities, health and education, council services and the transport system.

Council services need to plan ahead

for these growing demands. It may seem a long way off, given the current economic downturn, but house building will pick up again. Predicted squeezes in public funding make this an even greater challenge, and the Council will be refreshing its thinking about the service implications.

Meanwhile, preparations continue for major developments in the south of Cambridge. In April 2009, public consultation ended on a proposed 'larger footprint' for the proposed development between Maddingley Road and Huntingdon Road. Councillors are due to consider the main application for land between Huntingdon Road and Histon Road, this autumn. Discussions continue with Marshall's over the relocation of their aviation business from Cambridge

airport, which would enable plans for Cambridge East to progress. At the same time, the Council is making a strong case against proposals for new housing targets up to 2031 in the Regional Spatial Strategy review.

In March the Horizons Board earmarked £27.5 million of Housing Growth Fund (HGF) money to help bring forward developments on the Cambridge fringes. A further £3 million has been allocated to green infrastructure projects across Cambridgeshire. The 'Cambridge Gateway' around the railway station received £3 million from the Government and an additional £1.5 million HGF money from the Horizons Board.

Look out for more details on the Council's website and intranet.

INVESTING IN PEOPLE

In January 2009 the Council underwent an Investors in People (IIP) 'health check'. IIP is about the Council's commitment to developing its staff and the 'health check' helps identify areas of development in preparation for our full assessment in December 2009.

IIP status is awarded after a successful assessment, and then renewed at three-year intervals: the Council was awarded IIP status in 1998, 2003 and 2006.

An IIP Business Advisor met nearly 30 staff from across the Council and discussed their roles, objectives, training and involvement in their service/department. The outcome was very positive, our strengths included:

- Clearly defined and understood Council aims and objectives;
- Competently planned and effective learning and development activities;
- Effective support from managers in staff development;
- Positive encouragement of staff to take ownership and responsibility for decision-making.

Vicki Davidson, Organisational Development Manager, said: "Many thanks to all the staff who met the IIP Business Adviser during the 'health check'. To continue to achieve full IIP status, managers need to continue to recognise and show appreciation of their staff for doing a good job and provide opportunities for communicating improvements and successes.

"To progress these aspects an IIP Action Plan has been published on the HR intranet site and will be discussed at department management teams and team meetings."

For additional information contact Vicki Davidson, Organisational Development Manager on ext 8101 or email vicki.davidson@cambridge.gov.uk

Showing support with the Skills Pledge



Jon Nay, the Learning Skills Council's Area Director for Cambridgeshire, presents the Skills Pledge to Rob Hammond.

The Council has signed up to the Skills Pledge, a voluntary public commitment from employers to encourage and support their employees to improve their skills and gain valuable qualifications.

Staff can work towards literacy and numeracy qualifications, to at least NVQ Level 2, the equivalent of five GCSEs.

Its purpose is to ensure that all staff are suitably skilled, gain personal fulfilment and thereby make a valuable contribution to the success of the Council.

For additional information contact Imran Bukhari, Organisational Development Adviser on ext 8175 or email imran.bukhari@cambridge.gov.uk

Customer Service Centre... one year on

April marked the Customer Service Centre's (CSC) first anniversary, and what a year it has been. The team has dealt with more than 190,000 telephone calls, 13,000 emails and more than 29,000 customers have visited the centre.

Thanks to the hard work of staff in the CSC and in departments, the project is on track to transfer all services in as planned by the end of the year. Housing Repairs, Active Communities, Community Development and Safer Communities will transfer to the CSC during the summer, followed by Environment and

Planning Housing Rents and Tenant Management by the end of December.

Reflecting on the first year, Nova Roberts, Head of Customer Service, said: "This has been an extremely exciting year for the CSC.

"We recognise that there are still lots of challenges ahead but we are confident that, by the end of the year, customers will be able to visit one place for a wide range of council services. Our achievements are a testimony to the commitment and support of our team and our colleagues in all departments around the Council."



A little about... Chris Cracknell Sergeant-at-Mace

Chris took up the position of Sergeant-at-Mace in February, after nearly 36 years in law enforcement. Chris's responsibilities include escorting the Mayor to and from official engagements, taking part in events and processions, and on more formal civic ceremonial occasions he will be the Council's Macebearer. Here the Mayor's right-hand-man tells *City Scene* a little more about himself.

Where would you most like to live?

It's not simply 'where' that needs to be considered, but I need to also address the needs of others – in this instance my wife. She often says I seem to spend more time up the Hardwick Sports and Social Club than I do at home ("treat the place like a hotel etc..."). That being the case, perhaps a small annexe built onto the Club would prove to be ideal.

What is your favourite film?

It has to be *Spiceworld*, an excellent piece of cinematography and I commend the girls who suffered at the hands of the misguided film industry elite.

Which living person do you most admire?

Father Christmas; I've never heard anybody with a bad word for the bloke.

What is your guiltiest pleasure?

My belief is that there should be no guilt attached to anything that is pleasurable – life is too short.

What is your earliest memory?

Well, there I was in a nice warm environment, just minding my own business, and the next thing I know I'm being dragged out into the cold, swung by my ankles and some brute of a nurse is slapping my backside!

What is your favourite word?

"Eyup" (pronounced Ay oop) - minimum effort required to have a conversation 'up north'.

What is your favourite book?

Viz Annual – a publication that seeks to provide deep and meaningful insights into the world around us, followed closely by *Wisden Cricketers' Almanac*.

What is your favourite song?

As secretary of the Hardwick branch of the Sergei Rachmaninov Fan Club, I am torn between 'Now that's what I call Rachmaninov' and 'Rachmaninov's greatest hits'.

PICK YOUR £25 PRIZE!

With Wimbledon around the corner, test your tennis knowledge. Simply detach or photocopy your completed entry and send it to **Gloria Schofield, Customer & Democratic Service, 1st floor, Guildhall, Cambridge, CB2 3QJ** by 3 July. A £25 voucher to spend at a Cambridge store of your choice will go to the first correct answer pulled out of the hat. Winner of the January competition was **Andre Willmore**, CCTV Operator, who has chosen a £25 John Lewis voucher.

Game, set and match... and good luck!

ADVANTAGE	GRAND SLAM
ANGLE	GRASS
APPROACH	MATCH
BACKHAND	OVERHEAD
BASELINE	RACKET
CENTRE-LINE	RANKING
CLAY	RECEIVER
COURT	SEED
CROSS-SHOT	SERVICE LINE
DEUCE	SIDELINE
FOREHAND	TOPSPIN
GAME	UMPIRE

A	G	Q	E	D	B	N	A	M	H	H	V	Y	E	A	R	A
N	G	T	E	I	R	S	N	C	E	D	O	A	P	S	A	D
R	A	B	A	S	E	D	A	N	A	R	E	L	E	O	A	U
S	M	N	A	L	C	O	I	E	Z	N	I	C	N	U	C	A
S	E	S	G	S	R	C	H	I	I	X	T	P	N	R	T	U
A	A	N	I	P	E	R	S	L	N	T	A	G	M	O	O	R
R	A	D	P	D	E	L	E	T	R	U	O	C	H	U	P	R
G	R	A	V	V	E	C	I	E	P	N	S	S	P	O	S	D
H	E	B	O	A	I	L	C	N	C	K	S	V	D	Y	P	B
E	I	E	A	V	N	E	I	E	E	S	N	E	Y	E	I	R
E	W	F	R	C	I	T	N	N	O	A	I	C	M	L	N	A
S	P	E	O	V	K	T	A	R	E	H	C	T	A	M	R	C
L	S	E	E	R	R	H	C	G	R	U	E	R	S	K	S	K
L	G	R	C	E	E	R	A	A	E	E	C	H	E	E	K	E
A	C	I	L	U	C	H	C	N	A	D	E	K	E	G	E	T
I	B	I	A	D	E	R	A	L	D	R	F	D	E	H	C	O
T	N	N	S	R	M	D	G	N	I	K	N	A	R	O	E	T
E	E	S	M	G	M	A	L	S	D	N	A	R	G	P	I	E

Name _____
 Department _____
 Telephone number _____

2FACE with BRIAN O'SULLIVAN

**Central Post
Scanning Facility
Manager**

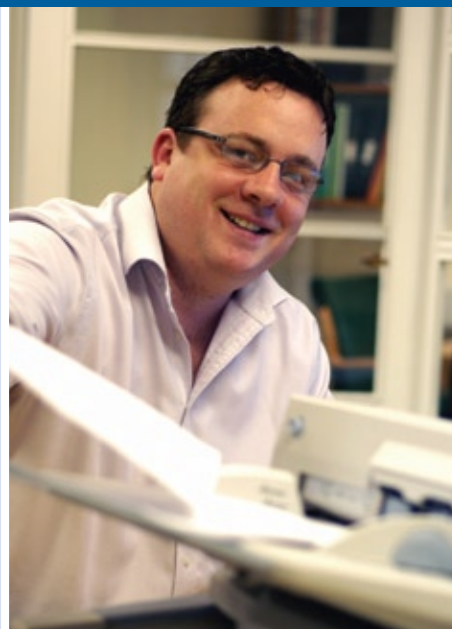
Brian started working for the Council in October 2008; he was brought in to head up the Central Post Scanning Facility (CPSF) and to manage all post in one central location. Here he discusses his work; from the impact of the EDRMS to dealing with junk mail.

What is an EDRMS?

An electronic document and records management system, EDRMS makes it possible to store documents as electronic records, which are then indexed. The index can then be used to search for and retrieve the documents. The EDRMS can be integrated with back office system(s) so that the documents can be viewed alongside data for the case in question.

How is the CPSF being phased into the Council?

CPSF is being phased in over the next two years. More information about this is available on the intranet. However, as services begin using the EDRMS to store their documents, they will also begin to receive their post via the EDRMS. Already much of the Council's post is being handled by the CPSF though it is currently delivered as paper.



How will the CPSF benefit staff?

When up and running most of the Council's mail will be delivered electronically, making it easier and faster to access, share and manage information. The Council will benefit from cost reductions and increased efficiency. Lengthy searches through filing cabinets will become a thing of the past.

Is everything scanned?

No. In general, we will deliver post marked as confidential to the addressee; most journals, advertising, circulars, etc. will not be scanned.

How do you manage the daily workload?

My team consists of Andrea Moss, my supervisor, and four scanning officers. We will handle between 1,500 to 2,000 items a day and our four scanners deal with everything from a credit card-sized note to a full A1 document.

Describe a typical day?

First I check emails then meet with Andrea. Meanwhile the team are opening, sorting, scanning and delivering mail. I usually have meetings throughout the day that cover anything from training and demonstrations to agreeing schedules. At the moment the team is back-scanning; since January they have scanned over 80,000 documents for technical services alone.

From about 3.30 we start collecting mail for sorting, franking and special deliveries. Royal Mail is on site by 5pm so everything must be ready.

What is the best thing about the job?

Regular meetings; because it's a new service with very specific departmental requirements, there are many challenges that keeps the job interesting.

What is the biggest headache?

Regular meetings, and handling junk mail; we must receive about 50 a day and we have to manage the process of trying to reduce this – a real headache, not only because of the mindless environmental waste but it does become a workload issue, so dealing with this is important.

What is the first thing when you do when you get home in the evening?

Kiss my son.

To find out more about the CPSF please contact Brian on ext 7031 or email brian.o'sullivan@cambridge.gov.uk

Consultation finder on intranet

Community Services has set up a consultation area on the intranet. It highlights details, across Community Services, of consultations that have taken place, and planned ones.

Community Services have also provided a consultation toolkit for all staff, designed to help you get started if you're organising a consultation. It introduces some of the commonly-

used ways of consulting users, sets out some of the issues associated with each technique, and summarises the pros and cons of different types of consultation.

Please look at the Community Services home page on the intranet; select Department Functions and Policies and then Consultation. You may discover that a consultation

has taken place or is planned with a particular service user group that you also intend to consult. This could provide an opportunity to combine consultations, which could improve relationships across departments, as well as reduce consultation costs!

To find out more contact Bridget Keady, Strategy Officer, ext 7962, or email bridget.keady@cambridge.gov.uk

summer in the city 2009

As the days get longer and weather improves, Arts and Entertainments are preparing for another Summer In The City, with fun for everyone and many **FREE** events!

Kicking off is Jazz and Brass In The Parks. From June to September enjoy a picnic in the summer breeze while listening to some laid back jazz and traditional open-air brass concerts at Jesus Green or Cherry Hinton all for **FREE**!

A highlight for June is the country's oldest travelling fun fair, Cambridge's Midsummer Fair, on Midsummer Common from Wednesday 24 to Monday 29 June with thrilling rides providing fun for all the family.

July begins with three **FREE** days of summer fun on Parker's Piece with The Big Weekend (Friday 10 to Sunday 12 July) including Cambridge Children's Festival Family Fun Day. With entertainment, live music, the French Market, bric-a-brac stalls, fireworks, fairground rides and activities galore, this is one of Cambridge's most popular events with thousands gathering to enjoy some fantastic live bands over the weekend.

Finally, Jesus Green Live is taking place from Tuesday 4 to Wednesday 12 August with an unmissable week's entertainment from the Comedy Marquee Club, Children's Theatre Marquee and Live Music Marquee.

For more details please visit www.cambridge-summer.co.uk

GOOD NEWS FOR CITY SCENE?

Everyone likes to hear good news so why not share yours' with colleagues around the Council? We want to hear about your individual and team successes, awards and achievements. And if you have a good photo to go with your story, then send us that too. Contact Dawn Giesler, ext 7082, or email dawn.giesler@cambridge.gov.uk with your story.

Win a family ticket to see Milkshake! Live at the Corn Exchange

Join the *Milkshake!* TV presenters and all your favourite *Milkshake!* TV characters including Fifi, Peppa Pig, Noddy, Rupert Bear, The Mr Men and Little Princess in an action packed show full of songs, stories, dances and much more at the Corn Exchange from Monday 24 to Wednesday 26 August. A guaranteed feel-good treat for your children, bursting with the infectious energy you can only expect from the *Milkshake!* gang.

To win a family ticket please answer

the following question:

Which of these is a character in the *Milkshake Live!* tour?

- a) Yogi Bear
- b) Rubert Bear
- c) Pooh Bear

Send your answer by email with your contact number to Naomi Rose, Arts & Entertainments, at naomi.rose@cambridge.gov.uk by Friday 24 July 2009 – please write 'Milkshake Live' as the subject line. The winner will be the first correct entry pulled out of the hat!



Dates for the diary – staff group meetings

Women's staff network

All meetings are held from 12.30-2pm, and lunch is provided. **Tuesday 14 July** at Parkside Pools first-floor meeting room and **Thursday 17 September**, 12.30-2pm, CMR2, Guildhall.

For details please email women@cambridge.gov.uk

BME (Black and Minority Ethnic) staff group

All meetings are held from 1.30-3.30pm at Parkside Pools, first-floor meeting room, and lunch is provided. **Wednesday 24 June** and **Thursday 20 August**.

For details please email bme@cambridge.gov.uk

Disabled staff group

All meetings are held at 12.30-2pm, and lunch is provided. **Tuesday 21 July**, at Gatehouse Conference Room, Mill Road Depot and **Tuesday 22 September**, at CMR1, Guildhall. For details contact

disability@cambridge.gov.uk

LGBT (Lesbian, Gay, Bisexual and Transgender) group

This group meets on the **first Wednesday of every month** at different venues in the city centre. Meetings are held 5.30-6.30pm, and strict confidentiality is maintained for those attending.

For details contact lgbt@cambridge.gov.uk