

Agenda item  
10(ii)

**PORTFOLIO:**

**CORPORATE RESOURCES**

Report of  
Portfolio Holder:

**COUNCILLOR  
MRS J GEDDES**

## KEY DECISIONS

All key decisions are as in the minutes of Executive decisions.

## NON KEY DECISIONS

All non-key decisions are in the minutes of the Executive decisions.

### **Nwegg/Connected Cumbria Partnerships National Projects day @ Tullie House 5<sup>th</sup> March 2004.**

This was a joint event organised by Nwegg( North West E-government Group) and Connected Cumbria of which Carlisle is a partner , in order to give a taster of some of the National E-government Projects underway at the moment. The four presentations looked at the following:

1. Lgolnet – A secure data network that is to be used to link up government and associated agencies.  
An example of how it may be used in Carlisle would be with the new Licensing Act 2003.
2. National Smartcard Project (Carlisle currently uses the Now Smart Card for Bus concessions)
3. Delivering E-procurement. Carlisle currently procures electronically for stationery and consumables.
4. National Fire Service Mobile Data Project.

The day was well represented by Carlisle and other Authorities/Agencies within Cumbria.

### **Excellence in Cumbria Awards**

The County Final of the Excellence in Cumbria Awards was held at Carlisle Racecourse on 18 March. The awards recognise, promote and reward excellence in learning, skills and achievement by individuals and organisations throughout Cumbria. Local award winners progress to the County final to compete with others in their category. The various winners were able to demonstrate a range of achievements, including business and learning excellence, success in the face of adversity and breaking the mould to stand out from the crowd.

The event was hosted by the Learning and Skills Council Cumbria, with Carol Malia from BBC North as the compere and Tanni Grey Thompson OBE, paralympic gold medallist as the guest speaker. The City Council was represented by the Portfolio Holders for Corporate Resources and Policy Performance and Finance, by several Ward Councillors and by the Executive Director and the Head of Economic and Community Development Services.

### **Emergency Planning**

As those Members who attended the recent Emergency Planning Seminars will be aware the Civil Contingencies Bill is currently passing through Parliament. This bill updates the legislation relating to Emergency Planning as part of the government's ongoing emphasis on the improving the country's resilience. There are four themes in relation to Risk Management, Emergency Planning, Business Continuity and Warning and Informing the public. Once the bill becomes law regulations and guidance will be issued and the council will be addressing any new requirements working in partnership with the County Emergency Planning Unit and others. We have already over recent years implemented significant improvements to our preparedness.

### **Customer Contact Centre**

The contract for Capita to deliver the Council's new Customer Contact Centre was signed on Thursday 18th March. The contract is a fixed price contract, which will deliver a first class customer service for the citizen's of Carlisle. Officers are now working with Capita to deliver computer hardware, computer software and consultancy services to ensure the Contact Centre will be delivered to time and on budget.

### **The Art and Science of Developing Leaders**

I attended the above conference on 2 April at Bridgewater Hall, Manchester. The one-day conference was designed for organisations who want to develop leadership capacity.

The workshop on the Power of Feedback by Beverly Alimo-Metcalf was of particular interest and relevant to what Carlisle City Council is trying to achieve through Management Development.

Full information is available in the Members' Library.