

Resources, Performance and Development Overview and Scrutiny Committee

6th June 2006

Agenda

A meeting of the Resources, Performance and Development Overview and Scrutiny Committee will take place at the **SHIRE HALL, WARWICK** on **TUESDAY, 6TH JUNE 2006 at 10.00 a.m.**

The agenda will be: -

- 1. Election of Chair**
- 2. Election of Deputy Chair.**
- 3. General**
 - (1) Apologies.**
 - (2) Members' Disclosures of Personal and Prejudicial Interests.**

Members are reminded that they should disclose the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a prejudicial interest the Member must withdraw from the room unless one of the exceptions applies.

Personal interests relating to any item on the agenda arising by virtue of the members serving as District/Borough councillors are declared below:

Councillor Tom Cavanagh, Member of Rugby Borough Council.

Councillor Les Caborn, Member of Warwick District Council.

Councillor Gordon Collett, Member of the Rugby Borough Council.

Councillor Chris Davis, Member of Warwick District Council.

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

Councillor Bob Hicks, Member of Nuneaton and Bedworth Borough Council.

Councillor Brian Moss, Member of the North Warwickshire Borough Council.

Councillor Heather Timms, Member of Rugby Borough Council.

(3) Remit of the Resources, Performance and Development Overview and Scrutiny Committee.

To note the Committee's remit to advise on the development of policies and to scrutinise performance in relation to finance, property, e-government and information technology, traded services, facilities management services, customer service and access, change management, organisational development, information management, the development and coordination of partnership working including local area agreements and community partnerships, human resources, communication, corporate and community governance and law and probity.

4. Strategic Direction

The Committee will receive a presentation from Councillor Alan Farnell (Leader of the Council) and Councillor Bob Stevens (Deputy Leader) on the strategic direction and targets given to the portfolio holders for Performance and Development and Resources for 2006 through to 2009.

Following the presentation there will be an opportunity for members to ask questions.

5. Minutes of the meeting of the former Corporate Services Overview and Scrutiny Committee held on the 25th April 2006 (copy attached for noting).

6. Public Question Time (Standing Order 34)

Up to 30 minutes of the meeting is available for members of the public to ask questions on any matters relevant to the business of the Resources, Performance and Development Overview and Scrutiny Committee.

Questioners may ask two questions and can speak for up to three minutes each.

To be sure of receiving an answer to an appropriate question, please contact Pete Keeley on 01926 412450 or e-mail petekeeleey@warwickshire.gov.uk at least five working days before the meeting. Otherwise, please arrive at least 15 minutes before the start of the meeting and ensure that Council staff are aware of the matter on which you wish to speak.

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

ITEMS FOR CONSIDERATION

7. Development of Customer Access for the County Council

Report of the Strategic Director of Performance and Development.

The purpose of this report is to appraise members of progress in regards to the customer access agenda with specific focus on the development of the Customer Service Centre and the existing One Stop Shop at Kenilworth.

Recommendations:

- (1) That members consider and comment upon the progress of the customer access agenda, the Customer Service Centre and the Kenilworth One Stop Shop
- (2) That members indicate any further information they require
- (3) That quarterly reporting continues

For further information please contact: Kushal Birla Head of Customer Service and Access Performance and Development Directorate 01926 736362, e-mail kushalbirla@warwickshire.gov.uk or Adrienne Bellingeri Customer Contact Manager Performance and Development Directorate. Tel 01926 412970E-mail adriennebellingeri@warwickshire.gov.uk

ITEMS FOR INFORMATION

8. Provisional Items for Future Meetings

Report of the Strategic Director of Performance and Development.

The report details items for future meetings of the Committee and Forward Plan items relevant to the work of the Committee.

Recommendation

That the items be noted.

For further information please contact Pete Keeley, Principal Committee Administrator. Tel 01926 412450, e-mail petekeeley@warwickshire.gov.uk

The public reports referred to are available on the Warwickshire Web
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9. Any Other Items

which the Chair decides are urgent.

Shire Hall,
Warwick

JIM GRAHAM
Chief Executive

Resources, Performance and Development Overview and Scrutiny Committee Membership

County Councillors:- George Atkinson, David Booth Tom Cavanagh, Les Caborn, Gordon Collett (replacing Phillip Morris-Jones), Chris Davis, Anne Forwood (replacing Sid Tooth), Bob Hicks, Nina Knapman, Brian Moss, Heather Timms, John Vereker and John Whitehouse.

Cabinet Members

Councillor Alan Cockburn (Resources)

Councillor Peter Fowler (Performance and Development)

General Enquiries: Please contact Pete Keeley on 01926 412450
e-mail: petekeeley@warwickshire.gov.uk

**The reports referred to are available in large print
if requested.**

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers