

# Resources, Performance and Development Overview and Scrutiny Committee

19 September 2006

# Agenda

A meeting of the Resources, Performance and Development Overview and Scrutiny Committee will take place at the **SHIRE HALL, WARWICK** on **TUESDAY, 19 SEPTEMBER 2006 at 10.00 a.m.**

The agenda will be: -

## 1. 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 Les Caborn, Member of Warwick District Council.

Councillor Tom Cavanagh, Member of Rugby Borough Council.

Councillor Chris Davis, Member of Warwick District Council.

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) Minutes of the meeting held on the 25 July 2006 (copy attached) and Matters Arising.**

**2. Strategic Direction**

The Committee will receive a presentation from Councillor Peter Fowler, Cabinet Member for Performance and Development, about the strategic direction of the portfolio for 2006 through to 2009.

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

**3. 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 [petekeeley@warwickshire.gov.uk](mailto:petekeeley@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.

**ITEMS FOR CONSIDERATION**

**4. Demand for School Meals**

Joint Report of the Strategic Directors for Resources and Children, Young People and Families.

This report presents information regarding the impact on the Council's catering service of a current downturn in demand for school meals. The report presents a number of potential actions and seeks the view of O&S Committee on potential future options for delivery of the school meals service.

**Recommendation:**

The Committee is recommended to note the current situation in relation to the trading position of County Caterers, the potential further options for delivery of the

School Meals Service, and consider whether it wishes to establish a short life panel to assist in the development of options for the future of the service.

For further information please contact: Phil Evans, Head of Traded Services & Facilities Management, Resources Directorate. Tel: 01926 412293, e-mail [philevans@warwickshire.gov.uk](mailto:philevans@warwickshire.gov.uk) or John Betts, Head of Resources, Children, Young People & Families Directorate. Tel: 01926 742076, e-mail [johnbetts@warwickshire.gov.uk](mailto:johnbetts@warwickshire.gov.uk)

## **5. Warwickshire County Council Customer Service Centre and Warwickshire Direct - Kenilworth**

Report of the Chair of Resources, Performance and Development Overview and Scrutiny Committee.

Earlier this year, Members were able to visit the Customer Service Centre in Shire Hall and Warwickshire Direct - Kenilworth. This report summarises the findings of the two visits and makes a number of recommendations on ways in which the service provided might be enhanced further.

### **Recommendation:**

That Members of the Committee note the contents of this report and endorse the recommendations made within it.

For further information please contact: Paul Williams, Scrutiny Officer. Tel: 01926 418196, e-mail [paulwilliamscl@warwickshire.gov.uk](mailto:paulwilliamscl@warwickshire.gov.uk)

## **6. 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](mailto:kushalbirla@warwickshire.gov.uk) or Adrienne Bellingeri Customer Contact Manager

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The public reports referred to are available on the Warwickshire Web  
[www.warwickshire.gov.uk/committee-papers](http://www.warwickshire.gov.uk/committee-papers)



Performance and Development Directorate. Tel 01926 412970E-mail  
[adriennebellingeri@warwickshire.gov.uk](mailto:adriennebellingeri@warwickshire.gov.uk)

## **7. Corporate Complaints - Follow Up Report**

Report of the Strategic Director of Performance & Development.

This report sets out the actions responding to Members comments from the 25th July meeting.

For further information please contact: Mandeep Kalsi, Acting Policy Officer. Tel: 01926 412341, e-mail [mandeepkalsi@warwickshire.gov.uk](mailto:mandeepkalsi@warwickshire.gov.uk)

### **Recommendations:**

That the Committee note:

- (1) the definitions of the different levels of decisions made by the Ombudsman; and
- (2) the improvement actions taken as a result of directorates receiving complaints.

## **ITEMS FOR INFORMATION**

### **8. Employee Absence Management**

Report of the Strategic Director of Performance & Development

This report is the fourth in a series which describes the latest performance information on employee absence levels and progress in addressing this issue.

### **Recommendation:**

That the Committee notes the latest available performance information on absence levels and continued progress in relation to absence management.

For further information please contact: Reuben Bergman, Deputy Head of Human Resources (Employee Relations). Tel: 01926 41 2314, e-mail [reubenbergman@warwickshire.gov.uk](mailto:reubenbergman@warwickshire.gov.uk)

### **9. Race Equality Scheme – Progress**

Report of the Strategic Director of Performance and Development.

The report indicates progress towards achieving the County Council's Race Equality Scheme.

**Recommendation:**

That the progress on developing the Council's Race Equality Scheme be noted.

For further information please contact: Arun Kang, Corporate Policy Advisor (Race Equality). Tel: 01926 476713, e-mail [arunkang@warwickshire.gov.uk](mailto:arunkang@warwickshire.gov.uk)

**10. Debt Recovery Update**

The report of the Strategic Director of Resources.

The report gives progress on debt recovery.

**Recommendation**

That the Committee notes the progress made and members comment as they feel appropriate.

For further information please contact: Graham Shaw, Financial Services Manager. Tel: 01926 412161, e-mail [grahamshaw@warwickshire.gov.uk](mailto:grahamshaw@warwickshire.gov.uk)

**11. 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](mailto:petekeeley@warwickshire.gov.uk)

**12. 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 (Chair), Les Caborn, Tom Cavanagh, Chris Davis, Bob Hicks (Vice Chair), Nina Knapman, Phillip Morris-Jones, Brian Moss, Heather Timms, Sid Tooth and John Vereker.

### **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](mailto:petekeeley@warwickshire.gov.uk)

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