

Resources, Performance and Development Overview and Scrutiny Committee

9 January 2007

Agenda

A meeting of the Resources, Performance and Development Overview and Scrutiny Committee will take place at the **SHIRE HALL, WARWICK** on **TUESDAY, 9 JANUARY 2007 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 Brian Moss, Member of the North Warwickshire Borough Council.

Councillor Heather Timms, Member of Rugby Borough Council.

Councillor Sid Tooth, Member of North Warwickshire Borough Council.

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

(3) Minutes of the meeting held on the 14 November 2006 (copy attached) and Matters Arising.

2. 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.

For further information about public question time, please contact Pete Keeley on 01926 412450 or e-mail petekeeley@warwickshire.gov.uk

ITEMS FOR CONSIDERATION

3. Half Year Complaints Reports April to September 2006

The Committee is asked to consider the reports from the Strategic Directors of Performance and Development and Resources relating to the action taken in respect of complaints received by both Directorates in the half year April to September 2006

Recommendation:

That the Committee notes the complaints received and the remedial action undertaken

(1) Performance and Development Directorate

For further information please contact: Hilary Hall, Improvement and Support Services Manager. Tel: 01926 736100, e-mail hilaryhall@warwickshire.gov.uk

(2) Resources Directorate

For further information please contact: Jo Simpson, Development Officer - Communications and Performance. Tel: (01926) 736348, e-mail josimpson@warwickshire.gov.uk

4. Development of Customer Service & Access for Warwickshire County Council

The report of the Strategic Director of Performance and Development.

The purpose of this report is to appraise members of progress in regards to the

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customer service and access agenda with specific focus on the development of the Customer Service Centre and the One Stop Shops.

Recommendations:

- (1) That members consider and comment on the progress of the customer service and access agenda.
- (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, Tel: 01926 412013, e-mail kushalbirla@warwickshire.gov.uk or Adrienne Bellingeri Customer Contact Manager. Tel: 01926 412970, e-mail adriennebellingeri@warwickshire.gov.uk

5. Public Consultation on 2007/08 Budget and Council Tax: Results

The report of the Strategic Director of Resources.

The report provides members with details of the results from the budget consultation on the 2007/08 budget priorities and council tax.

Recommendation:

That the Overview and Scrutiny Committee note the feedback received from the public about the budget for 2007/08 and commend the information to the political groups for consideration when preparing their 2007/08 budget resolutions.

For further information please contact: Dave Clarke, Strategic Director of Resources. Tel 01926 412003, e-mail davidclarketr@warwickshire.gov.uk

6. Corporate Governance Audit

The report of the Strategic Director of Performance and Development.

An update on the Directorate and Corporate response to the Corporate Governance Audit.

That the Committee notes the progress being made both corporately and by Directorates in response to the 2005 Corporate Governance audit, and makes any comment it wishes.

For further information please contact: David Carter, Strategic Director of Performance and Development. Tel: 01926 412564, e-mail

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

davidcarter@warwickshire.gov.uk or Sarah Duxbury, Corporate Legal Services Manager. Tel: 01926 412090, e-mail sarahduxbury@warwickshire.gov.uk

ITEMS FOR INFORMATION

7. Employee Absence Management

The report of the Strategic Director of Performance and Development.

This report is the latest in a series of quarterly reports which describes the latest performance information on employee absence levels.

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 reubanbergman@warwickshire.gov.uk

8. Provisional Items for Future Meetings

The 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

9. Any Other Items

which the Chair decides are urgent.

PART C - EXEMPT ITEMS (PURPLE PAPERS)

10. Report Containing Confidential or Exempt Information

To consider passing the following resolution:

'That members of the public be excluded from the meeting for the item mentioned below on the grounds that their presence would involve the disclosure of confidential or exempt information as defined in paragraph 7 of the Local

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Government Act 1972’.

(NB. Copies of extracts describing exempt information are available in Warwickshire Libraries, the County Council Handbook and the Access to Information Register held in my office).

11. Pay and Conditions Review – Update

The report of the Strategic Director of Performance and Development.

This report provides an update on the current issues in relation to the equal pay agenda and the implications for our own pay and conditions review.

Recommendation:

That Members note the current issues in relation to the equal pay agenda and the implications for our own pay and conditions review.

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

**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

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

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