

Resources, Performance and Development Overview and Scrutiny Committee

19 June 2007

Agenda

A meeting of the Resources, Performance and Development Overview and Scrutiny Committee will take place at the **SHIRE HALL, WARWICK** on **TUESDAY, 19 JUNE 2007** at **10.00 a.m.**

The agenda will be: -

- 1. Election of Chair.**
- 2. Appointment of Vice 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 Les Caborn, Member of Warwick District Council.

Councillor Tom Cavanagh, Member of Rugby Borough Council.

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

Councillor Dave Shilton , Member of Warwick District Council.

(3) Minutes of the meeting held on the 24 April 2007 (copy attached) and Matters Arising.

4. 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

5. Chair's Annual Report

This report contains the annual report of the Resources, Performance and Development Overview and Scrutiny Committee summarising the work undertaken by the committee in 2006 and outlining its future commitments for 2007.

Recommendation:

That the Resources, Performance and Development Overview and Scrutiny Committee agrees the annual report of this committee and refers it to the Council on 11th September 2007.

For further information please contact: Councillor David Booth, Chair of Resources, Performance and Development Overview and Scrutiny Committee. Tel: 01926 640728, cldrbooth@warwickshire.gov.uk or Paul Williams, Scrutiny Officer. Tel: 01926 418196, e-mail paulwilliamscl@warwickshire.gov.uk

6. Invitation to Shape the Review and Development of the New Corporate Complaints Policy, Procedures and Strategy

Report of the Strategic Director of Performance and Development.

The Committee is invited to nominate representatives to engage in the review and development of the corporate complaints policy, procedure and strategy.

Recommendations:

That the Committee:

- (1) Endorses the proposal to invite Members of the Committee to participate in the review and development of the corporate complaints policy, procedure and strategy
- (2) Considers the suggested membership of the Group

(3) Nominate Members to participate

For further information please contact: Karen Smith, Customer Relations Manager.
Tel: 01926 414103, e-mail karensmith@warwickshire.gov.uk

7. Report on the Development of Customer Service & Access for Warwickshire County Council

The purpose of this report is to appraise members of progress during 2006/2007 in regards to the development of the One Stop Shops/Kiosks and the Customer Service Centre.

Recommendations:

- (1) That members consider and comment on the progress during 2006/2007 in regards to the development of the One Stop Shops/Kiosks and the Customer Service Centre.
- (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

8. Public Consultation Process for 2008/09 Budget and Council Tax

Report of the Strategic Director of Resources.

This report outlines the process to be undertaken for the 2008/09 budget and council tax consultation with the public.

Recommendation:

It is recommended that the Committee:

- (1) Comments on the proposals for public consultation on the 2008/09 Budget and Council Tax outlined in Section 3 of the report
- (2) Makes any observations they would wish to be included in the report to Cabinet, on 26th June 2007, when the process will be approved.

For further information please contact: Rob Phillips, Corporate Accountant.
Tel: 01926 412860, e-mail robertphillips@warwickshire.gov.uk

9. Performance Reports 2006/2007

The Resources, Performance and Development Overview and Scrutiny Committee is asked to:

- a) Consider the performance reports submitted by the Performance and Development and Resources Directorates for full year 2006/2007.
- b) Endorse any remedial actions.
- c) Request any additional information required.

(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 or David Carter, Strategic Director of Performance and Development, Tel: 01926 412045, E-mail davidcarter@warwickshire.gov.uk

(2) Resources Directorate

For further information please contact: Joanna Rhodes, Head of Strategic Resources Development, Tel 01926 412245, E-mail joannarhode@warwickshire.gov.uk or Dave Clarke, Strategic Director of Resources. Tel 01926 412003, E-mail davidclarkeTR@warwickshire.gov.uk

10. Items for Future Meetings

The report of the Strategic Director of Performance and Development.

The report details actions take on certain previous decisions, provisional items for future meetings of the Committee and future Cabinet decisions relevant to the work of the Committee.

Recommendation:

That the Committee comment on/note the items.

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

11. 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, John Haynes, Phillip Morris-Jones, Brian Moss, Dave Shilton, Ian Smith, 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.**