

Resources, Performance and Development Overview and Scrutiny Committee

13 November 2007

Agenda

A meeting of the Resources, Performance and Development Overview and Scrutiny Committee will take place in the **COUNCIL CHAMBERS at the NORTH WARWICKSHIRE BOROUGH COUNCIL'S OFFICES, THE COUNCIL HOUSE, SOUTH STREET, ATHERSTONE** on **TUESDAY, 13 NOVEMBER 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.

'Membership of a district or borough council is classed as a personal interest under the Code of Conduct. A Member does not need to declare this interest unless the Member chooses to speak on a matter relating to their membership. If the Member does not wish to speak on the matter, the Member may still vote on the matter without making a declaration'.

(3) Minutes of the meeting held on the 4 September 2007 (copy attached) and Matters Arising.

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



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

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

Report of the Strategic Director of Performance and Development.

The purpose of this report is to appraise members of progress during 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 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: e-mail kushalbirla@warwickshire.gov.uk or Adrienne Bellingeri Customer Contact Manager Performance and Development Directorate adriennebellingeri@warwickshire.gov.uk

4. Action on Previous Decisions, Items for Future Meetings and Forward Plan Items Relevant to the Work of the Committee.

Report of the Strategic Director of Performance and Development.

The report details actions take on certain previous decisions and provisional items for future meetings of the Committee. It also details decisions to be taken by the Cabinet in the next six months which are relevant to the work of the Committee, as taken from the Forward Planning System.

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

5. Mid-year Directorate Report Card 2007/08 (April – Sept 2007).

The Committee is asked to consider reports relating to the performance indicators within the Directorate Report Cards during at the mid-year point of 2007/08 for the Performance & Development and Resources Directorates.

(1) Performance & Development Directorate

For further information please contact: Billy Webster, Improvement & Support Services Manager. Tel. 01926 736100, e-mail billywebster@warwickshire.gov.uk or David Carter, Strategic Director of Performance & 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 joannarhodes@warwickshire.gov.uk or David Clarke, Strategic Director of Resources. Tel: 01926 412003, e-mail davidclarkeTR@warwickshire.gov.uk

6. Resources ICT Development Plan 2007-08 - Half yearly update report

Report of the Strategic Director of Resources.

As part of the new ICT Strategy 2007-12 recently approved at Cabinet earlier this year, it was agreed that a more formal approach would be adopted to the development and management of the Corporate ICT Development Plan, and that progress against the plan would be reported to both the SDLT and Resources O&S Committee on a half-yearly basis.

Recommendation:

The Resources Performance & Development Overview & Scrutiny Committee is asked to note and comment on the progress against the 2007/08 Corporate ICT Development Plan.

For further information please contact: Tonino Ciuffini, Head of ICT. Tel:

(01926) 412156, e-mail toninociuffini@warwickshire.gov.uk

7. Employee Absence Management

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 reubenbergman@warwickshire.gov.uk

8. Debt Recovery - Update

Report of the Strategic Director of Resources.

The Committee is invited to note the report and comment upon the progress on debt recovery.

Recommendation

Members are asked to note the report and comment on the progress since March 2007 on debt recovery being reported and the detailed analysis contained in Appendix A for 2006/07.

For further information please contact: Rob Phillips, Corporate Accountant, Tel: 01926 412860, e-mail robertphillips@warwickshire.gov.uk or Vicki Barnard, Trainee Accountant, Tel: 01926 412216, e-mail vickibarnard@warwickshire.gov.uk

9. 2007/08 Efficiency Savings

The Committee is asked to note the progress made by the Performance & Development and Resources Directorates in delivering the efficiency savings in 2007/08 required as part of the 2007/08 budget.

(1) Performance & Development Directorate

For further information please contact: Nicola Cumberledge, Financial Services Manager. Tel: 01926 412836, e-mail nicolacumberledge@warwickshire.gov.uk

(2) Resources Directorate

For further information please contact: Graham Shaw, Finance, Information and Systems Manager, Tel: 01926 412161, e-mail grahamshaw@warwickshire.gov.uk

10. School Summer Holiday 2007 - Building and Engineering Projects

Report of the Strategic Director of Resources.

A report to inform Members of the delivery of school building and engineering projects during the 2007 summer holiday.

Recommendation

That the report be noted and that Members comment on the delivery of Building and Engineering projects completed during the school summer holiday 2007.

For further information please contact: Craig Roberts, Property Support Manager Tel: Tel: 01926 412291, e-mail craigroberts@warwickshire.gov.uk or Huw Thomas, Development Group Manager, Tel: Tel: 01926 476, e-mail huythomas@warwickshire.gov.uk

11. Refurbishment of the Council Chamber

To receive an oral update on the decision making arrangements that will be used to authorise the design of the council chamber. Item requested by the Chair.

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, Anne Forward, Phillip Morris-Jones, Brian Moss, Raj Randev, Dave Shilton, Ian Smith 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