Date of meeting Wednesday, 28th September, 2011

Time 7.00 pm

Venue Civic Offices, Merrial Street, Newcastle-under-

Lyme, Staffs ST5 2AG

**Contact** Geoff Durham

# Transformation and Resources Overview and Scrutiny Committee

### **AGENDA**

#### **PART 1- OPEN AGENDA**

1 MINUTES OF PREVIOUS MEETINGS

(Pages 1 - 4)

To consider the minutes of the previous meeting of this Committee held on 20 June 2011.

2 DECLARATIONS OF INTEREST

To receive Declarations of Interest from Members on items included in the agenda

3 CUSTOMER SERVICES PRESENTATION

To receive a presentation on Customer Services by the Council's Head of Customer and ICT Services

## 4 PROPOSED PERFORMANCE MANAGEMENT REVIEW PRESENTATION

To receive a presentation on the proposed Performance Management Review by the Council's Head of Business Improvement and Partnerships

5	Financial and Performance Management Report to End of	(Pages 5 - 14)
	Quarter One (June) 2011	

- 6 Transformation Programmes Update (Pages 15 30)
- 7 Work Programme Draft Briefs for Scrutiny (Pages 31 36)
- The Forward Plan Transformation and Resources Extracts for (Pages 37 62) the Period Covering August 2011 to November 2011

#### 9 URGENT BUSINESS

To consider any business which is urgent within the meaning of Section 100B (4) of the Local Government Act 1972.

Members: Councillors E Shenton (Chairman), A Beech (Vice-Chair), S Blair, Y Burke, Fear,

L Hailstones, Sinnott, Snell, Taylor, J Walklate, Waring, I Wilkes and R Slater

'Members of the Council: If you identify any personal training / development requirements from the items included in this agenda or through issues raised during the meeting, please bring them to the attention of the Committee Clerk at the close of the meeting'

Officers will be in attendance prior to the meeting for informal discussions on agenda items.