

CENTRAL SERVICES PERFORMANCE IMPROVEMENT COMMITTEE**18 March 2004****Attendance:****Councillors:**

Mitchell (Chairman) (P)

Bailey (P)
Carter
Clohosey (P)
Davies (P)
HoareHollingbery (P)
Hutton (P)
Lipscomb (P)
Nunn (P)
Oxley (P)**Others in Attendance:**

Councillors Allgood and Verney

1. APOLOGIES

Apologies were received from Councillors Hoare and Learney (Portfolio Holder for Finance and Resources).

2. MINUTES**RESOLVED:**

That the minutes of the previous meeting of the Committee, held on 27 January 2004, be approved and adopted.

3. PUBLIC PARTICIPATION

There were no questions asked or statements made.

4. SCRUTINY WORK PROGRAMME

The Committee considered the Scrutiny Work Programme as set out in the appendix to the agenda.

RESOLVED:

That the Committee's Scrutiny Work Programme be noted.

**5. CHIEF EXECUTIVE'S DEPARTMENT – BUSINESS PLAN 2004/5
(Report CEN53 refers)**

The Chief Executive explained that the Business Plan had been prepared in accordance with the new corporately agreed format and that this would be reviewed later in the year in the light of Members' comments.

Members discussed the Customer Service Centre within the Business Plan and noted that this would affect the Chief Executive's Department primarily in the way in which complaints were dealt with. However, due to the significant level of expenditure and wide ranging effects of the proposed Customer Service Centre, Members agreed to

recommend that the next Principal Scrutiny Committee further considers the implications of the scheme.

At the invitation of the Chairman Councillor Allgood (as Chairman of the Principal Scrutiny Committee) confirmed that he had been in consultation with the Director of Finance on this issue who had been tasked with the initial implementation of the Centre. The Director added that Cabinet had agreed the Customer Service Centre in principle and that the Personnel Committee had approved the additional post of Customer Service Manager.

Following a discussion, it was noted that the Principal Scrutiny Committee wished to have the opportunity to consider Report CAB793 on the Customer Service Centre and the City Secretary and Solicitor undertook to include the item on the agenda of the next meeting of that Committee.

RESOLVED:

1. That it be recommended to Cabinet that the Chief Executive's Department Business Plan 2004/5 be approved.

6. **DEVELOPMENT SERVICES DEPARTMENT – BUSINESS PLAN 2004/5**
(Report EA24 refers)

Members considered and approved those aspects of the Development Services Business Plan that related to the Estates Service.

RESOLVED:

That it be recommended to Cabinet that the Development Services Business Plan, in regard to the Estates Service, be approved.

7. **FINANCE DEPARTMENT - BUSINESS PLAN 2004/5**
(Report CEN51 refers)

The Director of Finance introduced the report and in response to questions, confirmed that there were no significant changes to the policies contained within the appendices.

Members discussed the comprehensive spending review within the Business Plan and noted that it was anticipated that some initial conclusions could be fed into next year's budgetary process.

RESOLVED:

That it be recommended to Cabinet that:

1. That the Finance Department Business Plan 2004/5 be approved.

2. The Local Taxes and Benefits Services Vision Statement, Housing and Council Tax Benefit Anti Fraud Policy, Housing Benefit Overpayments Policy, Benefit Fraud Prosecution Policy, Benefits Investigation Terms of Reference, Investigation Officers' Code of Conduct and Visiting Officers' Code of Conduct be endorsed.

3. That a housing benefit overpayment of £10,455.28 be written off.

8. **CITY SECRETARY AND SOLICITOR'S DEPARTMENT – BUSINESS PLAN 2004/5**
(Report CEN54 refers)

In response to questions, the City Secretary and Solicitor explained that the new Licensing Act had not yet been agreed by Parliament. Although it was anticipated that the new system would be operational from the autumn, Members noted that the Department would have to react quickly to the changes within the Act and that it was likely that additional temporary staff would be required.

Members also commented on the need to make committee reports available on the internet and the City Secretary and Solicitor stated that a contractor to install a content management system had been selected and anticipated the system would start to be operational by the summer of 2004.

RESOLVED:

That it be recommended to Cabinet that the City Secretary and Solicitor's Department Business Plan 2004/5 be approved.

9. **EXEMPT BUSINESS**

RESOLVED:

That the public be excluded from the meeting during the consideration of the following items of business because it is likely that, if members of the public were present, there would be disclosure to them of 'exempt information' as defined by Section 100I and Schedule 12A to the Local Government Act 1972.

<u>Minute Number</u>	<u>Item</u>	<u>Description of Exempt Information</u>
##	Debtor Monitoring to February 2004) Information relating to any) particular applicant for, or) recipient or former recipient of) any financial assistance by the) authority. (Para 5 to Schedule) 12a refers).)
##	Exempt Minutes of the previous meeting, held 27 January 2004) Information relating to the) financial or business affairs of) any particular person (other than) the authority). (Para 7 to) Schedule 12a refers).) Any terms proposed or to be) proposed by or to the authority) in the course of negotiations for) a contract for the acquisition or) disposal of property or the) supply of goods or services.) (Para 9 to Schedule 12a refers).)))))))

10. **EXEMPT MINUTES**

RESOLVED:

That the exempt minutes of the previous meeting, held on 27 January 2004, be approved and adopted.

11. **DEBTOR MONITORING TO FEBRUARY 2004**
(Report CEN52 refers)

The Committee considered an exempt report, which explained the financial position of an organisation and possible options (detail in exempt minute).

The meeting commenced at 6.30pm and concluded at 8.10pm

