



**Notice of meeting of
Effective Organisation Overview & Scrutiny Committee**

To: Councillors Healey (Chair), Crisp, Horton (Vice-Chair),
D'Agorne, Firth, Gunnell, Hyman and Jamieson-Ball

Date: Tuesday, 14 September 2010

Time: 5.00 pm

Venue: The Guildhall, York.

AGENDA

1. Declarations of Interest

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

2. Minutes (Pages 3 - 10)

To approve and sign the minutes of the meetings held on the 6 July and 14 July 2010.

3. Public Participation

At this point in the meeting, members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Committee's remit can do so. The deadline for registering is **5pm on Monday 13 September 2010**.

4. Presentation on Customer Services

The Assistant Director of Customer & Business Support Services (Customer Service & Governance) will give a verbal presentation which will outline recent changes made to customer services and future plans for transformation in line with the council's Customer Strategy approved in 2009 and MoreforYork Programme. This will include plans for new Customer Standards, combined face to face reception areas, integration of more services into the York Contact Centre and plans to further improve self service facilities and complaints and feedback processes. This will help to inform the committee's work programme in 2010/11.

5. Quarter 1 Finance & Performance Monitor (Pages 11 - 32) for 2010-11

This report provides details of the headline performance issues from the Q1 performance monitor of 2010-11 (for the period 1st April to 30th June 2010) and includes more up to date data where available. It also covers finance issues including service and corporate budget management.

6. Briefing on Legal Services (Pages 33 - 36)

This report provides information about the role of the in house legal team and steps which have been taken to minimise expenditure on legal advice from external firms of solicitors.

7. Presentation on Information and Communication Technologies (ICT)

The Head of ICT will update Members on projects within the ICT blueprint, other projects with the ICT theme of sustainability and the new dark fibre network.

8. Workplan

Members will consider the workplan for the Effective Organisation Overview and Scrutiny Committee for 2010-11.

9. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972

Democracy Officer

Laura Bootland

Telephone – (01904) 552062

Email: laura.bootland@york.gov.uk

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting whose contact details are given above.

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports