

AGENDA

NOTE: In the case of non-members, this agenda is for information only

- Committee - **BUSINESS IMPROVEMENT SUB-COMMITTEE**
- Date & Time - Monday, 7 September, 2009 at 11.15 am
- Venue - Room 2, The Robertson Suite, Breckland Business Centre, Dereham

Members of the Sub-Committee requiring further information, or with specific questions, are asked to raise these with the appropriate officer at least two working days before the meeting. If the information requested is available, this will be provided, and reported to the Sub-Committee.

Members of the Sub-Committee

Mr P.D. Claussen
Lady Fisher

Mr W.H.C. Smith

**PERSONS ATTENDING THE MEETING ARE
REQUESTED TO TURN OFF MOBILE TELEPHONES**

Member Services
Elizabeth House, Walpole Loke,
Dereham Norfolk, NR19 1EE

Date: Wednesday, 26 August 2009

PART A - ITEMS OPEN TO THE PUBLIC

Page(s)
herewith

1. CHAIRMAN

To appoint a Chairman for the ensuing year.

2. APOLOGIES

To receive any apologies for absence.

3. URGENT BUSINESS

To consider any urgent business.

4. DECLARATION OF INTERESTS

Members are asked at this stage to declare any interests they may have in any of the following items on the agenda. The Members' Code of Conduct requires that declarations include the nature of the interest and whether it is a personal or prejudicial interest.

5. NON-MEMBERS WISHING TO ADDRESS THE MEETING

To note the names of any non-members who wish to address the meeting.

6. TERMS OF REFERENCE

The Terms of Reference for the newly constituted Sub-Committee were approved by the Cabinet at its meeting on 4 August 2009, with the following amendments:

- a) the Capital Project Group applications be added to Clause 4; and
- b) an additional Clause be included to ensure the use of green procurement.

A copy of the Terms of Reference as amended by the Cabinet is attached for Members' information.

7. LICENSING SERVICE REVIEW

To receive a presentation.

8. CUSTOMER ACCESS STRATEGY / CONTACT CENTRE EXPANSION

Update by Customer Services Manager.

9. APPLICATION FORMS

- a) Election Management Software

To receive an update on the latest position regarding this application.

10. NORFOLK HEADS OF ICT / PARTNERING

Update by Head of ICT and Business Improvement.

	<u>Page(s) herewith</u>
11. <u>CAPITAL BUDGET</u>	To Follow
To consider the release of funding to support the following:	
a) <u>Infrastructure to support Customer Access Strategy</u>	
b) <u>ICT Refresh Programme</u>	
c) <u>ICT Connectivity</u>	
12. <u>FINANCIAL PERFORMANCE</u>	
Report of Director (Governance & Finance)	
13. <u>OPERATIONAL PERFORMANCE</u>	
Update by Head of ICT and Business Improvement, including the recent telephony failures.	
14. <u>STERIA SERVICE REVIEW</u>	2 - 5
Report by Steria Service Manager.	
15. <u>NEXT MEETING</u>	
To note that the next meeting will be held on Tuesday 6 October 2009 at 09.30am in the Norfolk Room.	
16. <u>EXCLUSION OF PRESS AND PUBLIC</u>	
To consider passing the following resolution:	
“That under Section 100(A)(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following item of business on the grounds that it involves the disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act”	
<u>PART B - ITEMS FROM WHICH THE PRESS AND PUBLIC ARE EXCLUDED</u>	
17. <u>COUNCIL TAX - BENEFIT REALISATION STATUS</u>	6 - 9
Report by Senior Business Improvement Officer.	