

# AGENDA

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

- Committee - **BUSINESS IMPROVEMENT SUB-COMMITTEE**
- Date & Time - Tuesday, 6th October, 2009 at 9.30 am
- Venue - Norfolk Room, The Conference Suite, Elizabeth House, 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: Friday, 25 September 2009

**PART A - ITEMS OPEN TO THE PUBLIC**

	<u>Page(s)</u> <u>herewith</u>
1. <b><u>MINUTES</u></b> To confirm the Minutes of the meeting held on 7 September 2009.	1 - 6
2. <b><u>APOLOGIES</u></b> To receive any apologies for absence.	
3. <b><u>URGENT BUSINESS</u></b> To consider any urgent business.	
4. <b><u>DECLARATION OF INTERESTS</u></b> 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. <b><u>NON-MEMBERS WISHING TO ADDRESS THE MEETING</u></b> To note the names of any non-members who wish to address the meeting.	
6. <b><u>CUSTOMER ACCESS STRATEGY / CONTACT CENTRE EXPANSION</u></b> To receive a verbal update from the Customer and Sustainable Communities Service Manager.	
7. <b><u>BIT / ICT PROJECTS</u></b> To discuss a future plan of work and the viability of a '100 day project cycle'.	
8. <b><u>PROJECTS REVIEW</u></b> Review of the status of other projects.	
9. <b><u>NORFOLK HEADS OF ICT / LOCAL AUTHORITY PARTNERING</u></b> To receive a verbal update.	
10. <b><u>FINANCIAL PERFORMANCE</u></b> To receive a verbal update.	
11. <b><u>OPERATIONAL PERFORMANCE / STERIA SERVICE REVIEW</u></b> Report by the Steria Service Manager.	7 - 10

	<u>Page(s) herewith</u>
<p><b>12. <u>EXCLUSION OF PRESS AND PUBLIC</u></b></p> <p>To consider passing the following resolution:</p> <p>“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”.</p> <p style="text-align: center;"><b>PART B - ITEMS FROM WHICH THE PRESS AND PUBLIC ARE EXCLUDED</b></p>	
<p><b>13. <u>COUNCIL TAX REALISATION (STANDING ITEM)</u></b></p> <p>Verbal update by the Senior Business Improvement Officer.</p>	Verbal Report
<p><b>14. <u>LICENSING SERVICE REVIEW (STANDING ITEM)</u></b></p> <p>Verbal update by the Senior Business Improvement Officer.</p>	Verbal Report
<p><b>15. <u>LICENSING SYSTEM</u></b></p> <p>Report by the ICT Project Manager.</p>	To Follow
<p><b>16. <u>NEXT MEETING</u></b></p> <p>To note that the next meeting will be held on Tuesday 3 November 2009 at 09.30am in the Norfolk Room, Conference Suite, Elizabeth House, Dereham.</p>	