

AGENDA

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

- Committee - **BUSINESS IMPROVEMENT SUB-COMMITTEE**
- Date & Time - Tuesday, 5th January, 2010 at 09.30am
- 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 W.H.C. Smith (Chairman)
Mr P.D. Claussen

Lady Fisher

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

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

Date: Wednesday, 23 December 2009

PART A - ITEMS OPEN TO THE PUBLIC

| | <u>Page(s) herewith</u> |
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| 1. <u>MINUTES</u> To confirm the Minutes of the meeting held on 1 December 2009. | 1 - 5 |
| 2. <u>APOLOGIES</u> To receive any apologies for absence. | |
| 3. <u>URGENT BUSINESS</u> To consider any urgent business. | |
| 4. <u>DECLARATION OF INTERESTS</u> 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. <u>NON-MEMBERS WISHING TO ADDRESS THE MEETING</u> To note the names of any non-members who wish to address the meeting. | |
| 6. <u>ICT STRATEGY 2009</u> Report of the Director of Governance and Finance. | 6 - 26 |
| 7. <u>PRINT STRATEGY</u> Report of the Director of Governance and Finance. | 27 - 39 |
| 8. <u>CUSTOMER ACCESS STRATEGY</u> Report of the Director of Community Services. | 40 - 59 |
| 9. <u>PROJECTS REVIEW</u> Verbal update on the status of other projects by the Head of ICT. | |
| 10. <u>SUBMITTED APPLICATION FORMS (STANDING ITEM)</u> a) <u>Housing - DigiTV proposal</u> | |
| 11. <u>NORFOLK HEADS OF ICT / LOCAL AUTHORITY PARTNERING / SHARED SERVICES</u> Verbal update by the Head of ICT. | |
| 12. <u>FINANCIAL PERFORMANCE</u> Report of the Director of Governance and Finance. | To Follow |

| | <u>Page(s)</u> <u>herewith</u> |
|--|-----------------------------------|
| 13. <u>OPERATIONAL PERFORMANCE/STERIA SERVICE REVIEW</u> Report presented by the Head of ICT. | 60 - 63 |
| 14. <u>EXCLUSION OF PRESS AND PUBLIC</u> To consider passing the following resolution: “That under Section 100(A) 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”. | |
| PART B – ITEMS FROM WHICH THE PRESS AND PUBLIC ARE EXCLUDED | |
| 15. <u>COUNCIL TAX - BENEFIT REALISATION</u> Verbal update by the Head of ICT. | |
| 16. <u>LICENSING SERVICE REVIEW</u> Verbal update on progress to date by the Head of ICT. | |
| 17. <u>NEXT MEETING</u> To note that the next meeting will be held on Tuesday 16 February 2010 at 09.30am in the Norfolk Room, Conference Suite, Elizabeth House, Dereham. | |