

AGENDA

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

- Committee - **BUSINESS IMPROVEMENT SUB-COMMITTEE**
- Date & Time - Tuesday, 18th January, 2011 at 9.30 am
- Venue - Anglia Room, Conference Suite, Elizabeth House, Dereham NR19 1EE

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: Friday, 7 January 2011

PART A - ITEMS OPEN TO THE PUBLIC

	<u>Page(s) herewith</u>
1. <u>MINUTES</u> To confirm the Minutes of the meeting held on 2 November 2010.	1 - 6
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>BISC/CPWG OPTIONS</u> Report of the Senior Business Improvement Officer.	To Follow
7. <u>ICT SERVICE INSOURCING</u> Verbal update from the Head of ICT.	
8. <u>CAPITAL FUNDING REQUEST FOR ARP/VM WARE AT THETFORD</u> Report of the Director of Corporate Resources.	To Follow
9. <u>CAPITAL FUNDING REQUEST FOR REPLACEMENT PRINTERS / MFDS</u> Report of the Director of Corporate Resources.	7 - 9
10. <u>JOINT AUDIT/SCRUTINY PANEL</u> Minutes of the JASP Meeting held on 14 December 2010.	10 - 16
11. <u>PROJECT APPLICATIONS (STANDING ITEM)</u>	
a) <u>Housing Hometrack</u> Application presented by the Principal Housing Officer (Strategy and Enabling).	17 - 35
b) <u>ICT Helpdesk (for Information)</u>	36 - 58

	<u>Page(s) herewith</u>
12. <u>PROJECT PROGRESS</u>	
a) <u>Licensing Programme</u>	59 - 60
13. <u>SERVICE PERFORMANCE</u>	61 - 63
Update by the Head of ICT/Steria.	
14. <u>FINANCIAL PERFORMANCE</u>	64
Update by the Senior Accountant Capital and Treasury.	
15. <u>NEXT MEETING</u>	
To note the arrangements for the next meeting on 1 March 2011.	