

**To: All Members of Cabinet:  
R.J. Phillips (Leader)  
G.V. Hyde (Deputy Leader)  
Mrs. L.O. Barnett  
P.J. Edwards  
Mrs. J.P. French  
J.C. Mayson  
D.W. Rule MBE  
R.V. Stockton  
D.B. Wilcox  
R.M. Wilson**

**Chief Executive's Office**  
Chief Executive: N.M. Pringle  
Your Ref:  
Our Ref: NMP/CD  
Please ask for: Mr. N.M. Pringle  
Direct Line/Extension: (01432) 260044  
Fax: (01432) 340189  
E-mail: npringle@herefordshire.gov.uk

26th May, 2004

Dear Councillor,

**MEETING OF CABINET  
THURSDAY, 3RD JUNE, 2004 AT 2.15 P.M.  
COUNCIL CHAMBER, BROCKINGTON, 35 HAFOD ROAD, HEREFORD**

#### **AGENDA (04/01)**

**1. APOLOGIES FOR ABSENCE**

To receive any apologies for absence.

**2. DECLARATIONS OF INTEREST**

To receive any declarations of interest by members in respect of items on this agenda.

**3. HEREFORDSHIRE COUNCIL IMPROVEMENT PLAN - MONITORING REPORT**

To consider and agree a monitoring report on the Herefordshire Council Improvement Plan and to identify any action to be taken as a result. *(Pages 1 - 26)*

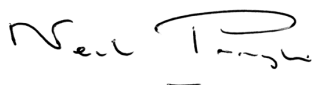
**4. PERFORMANCE MANAGEMENT ACTION PLAN**

To note progress on the Performance Management Action Plan to April 2004 and to approve the Performance Management Action Plan to May 2005. *(Pages 27 - 38)*

**5. LOCAL GOVERNMENT OMBUDSMAN COMPLAINTS AND COMPLAINTS PANEL - 2003/04**

To note the figures for complaints determined by the Local Government Ombudsman and the Complaints Panel for the year ended 31st March, 2004. (*Pages 39 - 42*)

Yours sincerely,

A handwritten signature in black ink, appearing to read "Neil Pringle". The signature is written in a cursive style with a large, stylized initial "P".

**N.M. PRINGLE**  
**CHIEF EXECUTIVE**

Copies to: Chairman of the Council  
Chairman of Strategic Monitoring Committee  
Vice-Chairman of Strategic Monitoring Committee  
Chairmen of Scrutiny Committees  
Group Leaders  
Directors  
County Secretary and Solicitor  
County Treasurer