

A G E N D A

Strategic Monitoring Committee

Date: **Monday, 5th July, 2004**

Time: **10.00 a.m.**

Place: **The Council Chamber, 35 Hafod
Road, Hereford**

Notes: Please note the **time, date** and **venue** of
the meeting.

For any further information please contact:

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**County of Herefordshire
District Council**

AGENDA

for the Meeting of the Strategic Monitoring Committee

To: Councillor T.M. James (Chairman)
Councillor Mrs. P.A. Andrews (Vice-Chairman)

Councillors W.L.S. Bowen, A.C.R. Chappell, J.H.R. Goodwin, Mrs. M.D. Lloyd-Hayes, J. Stone, J.P. Thomas and W.J.S. Thomas

	Pages
1. APOLOGIES FOR ABSENCE	
To receive apologies for absence.	
2. DECLARATIONS OF INTEREST	
To receive any declarations of interest by Members in respect of items on this agenda.	
3. MINUTES	5 - 10
To approve and sign the Minutes of the meeting held on 26th April, 2004.	
4. HUMAN RESOURCES STRATEGY	11 - 32
To receive an update on progress against the Council's Human Resources Strategy for the year end 31st March, 2004.	
5. HEREFORDSHIRE COUNCIL IMPROVEMENT PLAN - MONITORING REPORT	33 - 60
To consider a monitoring report relating to the Council's Improvement Plan.	
6. PUBLIC SERVICE AGREEMENT UPDATE	61 - 72
To inform the Committee of the position with regard to the Local Public Service Agreement targets.	
7. HEREFORDSHIRE PLAN AND PARTNERSHIP PROGRESS REPORT	73 - 78
To advise on progress in implementing the Herefordshire Plan.	
8. PERFORMANCE REPORTING - NATIONAL AND LOCAL BEST VALUE PERFORMANCE INDICATORS	79 - 120
To consider the Council's performance against Best Value Performance Indicators (BVPIs) for 2003-2004.	
9. RESULTS OF 2003/2004 BVPI SATISFACTION SURVEY	121 - 126
To consider the report to Cabinet on 17th June, 2004 on the Best Value Performance Indicator Satisfaction Survey Results for 2003/2004.	

10. COMPLAINTS AND COMPLIMENTS MONITORING 2003/2004 (TO FOLLOW)	
To inform Members of the figures for complaints and compliments recorded including complaints determined by the Local Government Ombudsman and the Complaints Panel for the year ended 31 March 2004 and the first Quarter of 2004/2005 with comparative data.	
11. FINAL REVENUE OUTTURN 2003/2004	127 - 136
To inform the Committee of the position with regard to the final revenue outturn position for 2003/2004.	
12. STRATEGIC AUDIT PLAN 2004/2005 - 2007/08	137 - 178
To inform the Committee of the position with regard to the Strategic Audit Plan.	
13. SCRUTINY ACTIVITY REPORT	179 - 182
To consider the work being undertaken by the Scrutiny Committees.	