

A G E N D A

Strategic Monitoring Committee

Date: **Monday, 17th September, 2007**

Time: **10.00 a.m.**

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

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

For any further information please contact:

*Tim Brown, Democratic Services, tel 01432
260239*

e-mail tbrown@herefordshire.gov.uk

**County of Herefordshire
District Council**



HEREFORDSHIRE
COUNCIL

AGENDA

for the Meeting of the Strategic Monitoring Committee

To: Councillor PJ Edwards (Chairman)
Councillor WLS Bowen (Vice-Chairman)

Councillors PA Andrews, WU Attfield, SPA Daniels, KG Grumbley, TM James,
RI Matthews, SJ Robertson, RH Smith and JK Swinburne

	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 To approve and sign the Minutes of the meeting held on 16th July, 2007.	1 - 8
4. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY To consider suggestions from members of the public on issues the Committee could scrutinise in the future.	
5. INTEGRATED PERFORMANCE REPORT To report performance to the end of July 2007 against the Annual Operating Plan 2007-08, national performance indicators used externally to measure the performance of the council, together with performance against revenue and capital budgets and corporate risks, and remedial action to address areas of under-performance.	9 - 46
6. EMPLOYEE OPINION SURVEY 2007 To consider the results of the Employee Opinion Survey 2007.	47 - 56
7. OMBUDSMAN LETTER AND COMPLAINTS AND COMPLIMENTS MONITORING 2006/07 To note the Ombudsman Annual Letter 2006/07 and the figures for complaints and compliments recorded including complaints determined by the Local Government Ombudsman and the Complaints Panel for the year ended 31st March, 2007.	57 - 72
8. SCRUTINY REVIEW OF ICT SERVICES - EXECUTIVE ACTION PLAN PROGRESS REPORT To report progress on implementing the Executive's action plan.	73 - 86

9. WORK PROGRAMME UPDATE

To consider the Committee's work programme.

87 - 92