

# AGENDA

## Overview and Scrutiny Committee

Date: **Friday 2 July 2010**

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Time: **9.30 am**

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

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

For any further information please contact:

**Tim Brown, Committee Manager (Scrutiny)**

Tel: 01432 260239

Email: [tbrown@herefordshire.gov.uk](mailto:tbrown@herefordshire.gov.uk)

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If you would like help to understand this document, or would like it in another format or language, please call Tim Brown, Committee Manager (Scrutiny) on 01432 260239 or e-mail [tbrown@herefordshire.gov.uk](mailto:tbrown@herefordshire.gov.uk) in advance of the meeting.

# **Agenda for the Meeting of the Overview and Scrutiny Committee**

## **Membership**

<b>Chairman</b>	<b>Councillor PJ Edwards</b>
<b>Vice-Chairman</b>	<b>Councillor WLS Bowen</b>
	<b>Councillor PA Andrews</b>
	<b>Councillor ME Cooper</b>
	<b>Councillor AE Gray</b>
	<b>Councillor KG Grumbley</b>
	<b>Councillor TM James</b>
	<b>Councillor RI Matthews</b>
	<b>Councillor PM Morgan</b>
	<b>Councillor AT Oliver</b>
	<b>Councillor PJ Watts</b>

## **GUIDANCE ON DECLARING PERSONAL AND PREJUDICIAL INTERESTS AT MEETINGS**

The Council's Members' Code of Conduct requires Councillors to declare against an Agenda item(s) the nature of an interest and whether the interest is personal or prejudicial. Councillors have to decide first whether or not they have a personal interest in the matter under discussion. They will then have to decide whether that personal interest is also prejudicial.

A personal interest is an interest that affects the Councillor more than most other people in the area. People in the area include those who live, work or have property in the area of the Council. Councillors will also have a personal interest if their partner, relative or a close friend, or an organisation that they or the member works for, is affected more than other people in the area. If they do have a personal interest, they must declare it but can stay and take part and vote in the meeting.

Whether an interest is prejudicial is a matter of judgement for each Councillor. What Councillors have to do is ask themselves whether a member of the public – if he or she knew all the facts – would think that the Councillor's interest was so important that their decision would be affected by it. If a Councillor has a prejudicial interest then they must declare what that interest is. A Councillor who has declared a prejudicial interest at a meeting may nevertheless be able to address that meeting, but only in circumstances where an ordinary member of the public would be also allowed to speak. In such circumstances, the Councillor concerned will have the same opportunity to address the meeting and on the same terms. However, a Councillor exercising their ability to speak in these circumstances must leave the meeting immediately after they have spoken.

## AGENDA

		Pages
1.	<b>APOLOGIES FOR ABSENCE</b> To receive apologies for absence.	
2.	<b>DECLARATIONS OF INTEREST</b> To receive any declarations of interest by Members in respect of items on the Agenda.	
3.	<b>MINUTES</b> To approve and sign the Minutes of the meeting held on 21 May 2010.	1 - 10
4.	<b>SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY</b> To consider suggestions from members of the public on issues the Committee could scrutinise in the future.	
5.	<b>PRESENTATION BY CABINET MEMBER (ICT, EDUCATION AND ACHIEVEMENT)</b> To receive a presentation reviewing past performance, identifying key issues and commenting on future plans.	11 - 20
6.	<b>PRESENTATION BY CABINET MEMBER (RESOURCES)</b> To receive a presentation reviewing past performance, identifying key issues and commenting on future plans.	21 - 32
7.	<b>PRESENTATION BY CABINET MEMBER (CORPORATE AND CUSTOMER SERVICES AND HUMAN RESOURCES)</b> To receive a presentation reviewing past performance, identifying key issues and commenting on future plans.	33 - 42
8.	<b>SHARED SERVICES UPDATE</b> To advise the Overview and Scrutiny Committee of the progress and status of the Shared Services business transformation activity.	43 - 56
9.	<b>ANNUAL CORPORATE PERFORMANCE REPORT 2009/10</b> To consider a report on end-year performance for 2009-10 against the Council's key indicators and associated projects and programmes in its Annual Operating Statement 2009-10.	57 - 110
10.	<b>FINAL REVENUE AND CAPITAL OUTTURN REPORT 2009/10</b> To consider the final outturn position for 2009/10 and the creation of new reserves in the 2009/10 accounts.	111 - 140
11.	<b>2010/11 LOCAL GOVERNMENT SAVINGS</b> To report on the 2010/11 Local Government savings package.	141 - 146
12.	<b>CUSTOMER INSIGHT UNIT (COMPLIMENTS, COMPLAINTS AND COMMENTS)</b> To provide an update on the work to develop a joint Herefordshire Public Services feedback policy and the Customer Insight Unit.	147 - 150

<b>13. SCRUTINY REVIEW OF THE IMPACT OF THE WINTER WEATHER AND THE RESPONSE TO IT</b>	151 - 184
To consider the report of the scrutiny review of the impact of the winter weather December 2009-2010 and the response to it.	
<b>14. WORK PROGRAMME</b>	185 - 196
To consider the work programmes of the scrutiny committees.	