

Central Bedfordshire  
Council  
Priory House  
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Chicksands,  
Shefford SG17 5TQ



**please ask for** Martha Clampitt

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**date** 25 August 2009

## **NOTICE OF MEETING**

### **BUSINESS TRANSFORMATION OVERVIEW & SCRUTINY COMMITTEE**

Date & Time

**Thursday, 3 September 2009 10.00 a.m.**

Venue at

**Committee Room 1, Council Offices, High Street North,  
Dunstable**

Jaki Salisbury  
**Interim Chief Executive**

To: The Chairman and Members of the BUSINESS TRANSFORMATION OVERVIEW  
& SCRUTINY COMMITTEE:

Cllrs M Gibson (Chairman), R W Johnstone (Vice-Chairman), R A Baker,  
Mrs A Barker, J A E Clarke, D J Hopkin, J G Jamieson, J Murray and  
Ms J Nunn

[Named Substitutes:

Cllrs: P N Aldis, R D Berry, J Kane, Mrs J G Lawrence and J N Young]

All other Members of the Council - on request

**MEMBERS OF THE PRESS AND PUBLIC ARE WELCOME TO ATTEND THIS  
MEETING**

# AGENDA

1. **APOLOGIES FOR ABSENCE**

Apologies for absence and notification of substitute members

2. **MINUTES**

To approve as a correct record the Minutes of the inaugural meeting of the Business Transformation Overview & Scrutiny Committee held on 6 July 2009.  
(previously circulated)

3. **MEMBERS' INTERESTS**

To receive from Members declarations and the **nature** thereof in relation to:-

- (a) Personal Interests in any agenda item
- (b) Personal and Prejudicial Interests in any agenda item
- (c) Any political whip in relation to any agenda item.

4. **CHAIRMAN'S ANNOUNCEMENTS AND COMMUNICATIONS**

If any

5. **PETITIONS**

To receive petitions in accordance with the scheme of public participation set out in Annex 2 in Part 4 of the Constitution.

6. **QUESTIONS, STATEMENTS OR DEPUTATIONS**

To receive any questions, statements or deputations from members of the public in accordance with the Public Participation Procedure as set out in Annex 1 of Part A4 of the Constitution.

7. **CALL-IN**

To consider any matter referred to the Committee for a decision in relation to the call-in of a decision.

8. **REQUESTED ITEMS**

To consider any items referred to the Committee at the request of a Member under Procedure Rule 3.1 of Part D2 of the Constitution.

<b>Reports/Presentations</b>
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<b>Item</b>	<b>Subject</b>	<b>Page Nos.</b>
9	<b>Customer Service Strategy Task Force</b>  To receive the findings of the Customer Service Strategy Task Force.	*
10	<b>Total Place - Progress Report</b>  To brief on the background to Total Place and report on the progress.	* 7 - 40
11	<b>Website Transformation Project</b>  To provide members of the committee with an outline of the ambitions of the Web Transformation Project in order that Members can consider whether they wish to get involved in scrutinising this work, or engaging with the proposals for improvement.	* 41 - 46
12	<b>Work Programme 2009-2010</b>  To report provides Members with details of the currently drafted work programme following initial discussion of the subject at the last meeting.	* 47 - 52
13	<b>Forward Plan</b>  To receive the Forward Plan which covers the period from 1 September 2009 to 31 August 2010.	* 53 - 82