

Central Bedfordshire  
Council  
Priory House  
Monks Walk  
Chicksands,  
Shefford SG17 5TQ



**please ask for** Martha Clampitt  
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**date** 18 September 2009

## **NOTICE OF MEETING**

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

Date & Time

**Monday, 28 September 2009 10.00 a.m.**

Venue at

**Room 15, Priory House, Monks Walk, Shefford**

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. **CHAIRMAN'S ANNOUNCEMENTS AND COMMUNICATIONS**

If any

3. **MINUTES**

To approve as a correct record the Minutes of the meeting of the Committee held on 3 September 2009.

(attached)

4. **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.

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. **DISCLOSURE OF EXEMPT INFORMATION**

To consider proposals, if any, to deal with any item likely to involve disclosure of exempt information as defined in the relevant paragraph(s) of Part I of Schedule 12A of the Local Government Act 1972 prior to the exclusion of the press and public.

<b>Reports/Presentations</b>
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<b>Item</b>	<b>Subject</b>	<b>Page Nos.</b>
7	<b>Customer Services Strategy Task Force Report</b>  This report summarises the findings of the Customer Services Strategy Member Task Force established by this Committee to review the draft Customer Services Strategy 2009 – 2011, and requests the Committee to endorse these finding and the draft Strategy itself for onward submission to the Council’s Executive.	* 7 - 46
8	<b>Community Engagement Strategy</b>  The report proposes that Executive approves the draft Community Engagement Strategy for formal consultation with key partners via the Local Strategic Partnership (LSP).	* 47 - 70
9	<b>Q1 Performance Report</b>  The report highlights the Quarter 1 performance for the Department.	* 71 - 74
10	<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.	* 75 - 80