

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



**please ask for** Martha Clampitt  
**direct line** 0300 300 4032  
**date** 12 February 2010

## **NOTICE OF MEETING**

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

Date & Time

**Monday, 22 February 2010 at 10.00 a.m.**

Venue at

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

Richard Carr  
**Chief Executive**

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

Cllrs M Gibson (Chairman), (Vice-Chairman), R A Baker, Mrs A Barker,  
J A E Clarke, D J Hopkin, J G Jamieson, R W Johnstone, 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 meetings of this Committee held on 25 January 2010.

(previously circulated)

## 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 A4 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>Remodelling of Customer Services</b>  The report proposes the key changes required in Customer Services to meet the pressures of the current and emerging operational environment of reduced funding and public sector wide service provision for citizens.  <b>(to follow)</b>	*
10	<b>Communications Strategy</b>  To seek input, feedback and approval to the draft strategy.	* 9 - 20
11	<b>Quarter 3 Performance Report</b>  The report highlights the Quarter 3 performance for the Department.	* 21 - 24
12	<b>Quarter 3 Budget Management Report</b>  The report sets out the Budget Management position as at December 2009.	* 25 - 56
13	<b>Task Force Report on enabling Councillors to be leaders in and for their communities</b>  The report proposes a delivery plan to implement the actions for key principle two of the comprehensive community engagement strategy; enabling Councillors to be leaders in and for their communities.	* 57 - 64
14	<b>Work Programme 2009 - 2010</b>  The report provides Members with details of the currently drafted work programme.	* 65 - 68