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## **SUPPORT SERVICES OVERVIEW AND SCRUTINY PANEL**

**Date:** Thursday 15 March 2012

**Time:** 10am

**Venue:** Warspite Room, Council House

**Members:**

Councillor James, Chair

Councillor Lowry, Vice Chair

Councillors Berrow, Casey, Delbridge, Evans, Lock, Murphy, Rennie, Reynolds, Stark and Stevens.

Members are invited to attend the above meeting to consider the items of business overleaf.

Members and officers are requested to sign the attendance list at the meeting.

Please note that unless the chair of the meeting agrees, mobile phones should be switched off and speech, video and photographic equipment should not be used in meetings.

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# **SUPPORT SERVICES OVERVIEW AND SCRUTINY PANEL**

## **AGENDA**

### **PART I – PUBLIC MEETING**

#### **1. APOLOGIES**

To receive apologies for non-attendance by panel members.

#### **2. DECLARATIONS OF INTEREST**

Members will be asked to make declarations of interest in respect of items on this agenda.

#### **3. CHAIR'S URGENT BUSINESS**

To receive reports on business which, in the opinion of the Chair, should be brought forward for urgent consideration.

#### **4. UNISON DE-RECOGNITION (Pages 1 - 4)**

The panel will receive a report from the Assistant Director for HR and Organisational Development on Unison De-recognition.

#### **5. SICKNESS AND OCCUPATIONAL HEALTH SERVICES REVIEW**

The panel will receive a presentation from the Assistant Director for HR and Organisational Development reviewing other authorities' sickness and occupational health services.

#### **6. VALUE FOR MONEY (VFM) UPDATE**

The panel will receive a verbal update on the ethos of VFM across the council.

#### **7. TASK AND FINISH GROUP REPORT - IMPACT OF THE RESTRUCTURE IN REVENUES AND BENEFITS, CUSTOMER SERVICES, CASHIERS AND INCOMES AND CREDITORS (Pages 5 - 40)**

The panel will receive a copy of the Task and Finish Group report on the Impact of the restructure in Revenues and Benefits, Customer Services, Cashiers and Incomes and Creditors for information.

**8. TRACKING RESOLUTIONS AND FEEDBACK FROM OVERVIEW AND SCRUTINY MANAGEMENT BOARD (Pages 41 - 44)**

To receive a copy of the panel's tracking resolutions and any feedback from the Overview and Scrutiny Management Board on issues which concern this panel.

**9. WORK PROGRAMME (Pages 45 - 46)**

To receive the panel's work programme for 2011/2012.

**10. MINUTES (Pages 47 - 52)**

To confirm the minutes of the Support Services Overview and Scrutiny Panel meeting held on 9 February 2012.

**11. EXEMPT BUSINESS**

To consider passing a resolution under Section 100A(4) of the Local Government Act 1972 to exclude the press and public from the meeting for the following item(s) of business on the grounds that it (they) involve the likely disclosure of exempt information as defined in paragraph(s) of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

**PART II (PRIVATE MEETING)**

**AGENDA**

**MEMBERS OF THE PUBLIC TO NOTE**

that under the law, the Panel is entitled to consider certain items in private. Members of the public will be asked to leave the meeting when such items are discussed.

NIL.