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21 February 2013

SUPPORT SERVICES OVERVIEW AND SCRUTINY PANEL

Monday 4 March 2013

3.30 pm

Council House, Plymouth (Next to the Civic Centre)

Members:

Councillor Murphy, Chair

Councillor Bowyer, Vice Chair

Councillors Casey, Churchill, Gordon, James, Martin Leaves, Parker, Rennie, Stark and Stevens.

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

Tracey Lee
Chief Executive

SUPPORT SERVICES OVERVIEW AND SCRUTINY PANEL

AGENDA

PART I – PUBLIC MEETING

1. APOLOGIES AND SUBSTITUTIONS

To receive apologies for non-attendance by panel members and to note the attendance of substitutes in accordance with the Constitution.

2. DECLARATIONS OF INTEREST

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

3. MINUTES (Pages 1 - 6)

To confirm the minutes of the Support Services Overview and Scrutiny Panel held on 19 November 2012.

4. CHAIR'S URGENT BUSINESS

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

5. WORK PROGRAMME (Pages 7 - 8)

To receive and consider the panel's work programme for 2012/2013 – please note that at the request of the Chair, the work programme will be re-drafted during the meeting and so members of the panel may like to give thought in relation to new items.

6. 'THE VIEW FROM YOU' EMPLOYEE SURVEY RESULTS (Pages 9 - 24)

To receive a report on the headline findings of 'the view from you' employee survey 2012.

7. SOCIAL MEDIA UPDATE (Pages 25 - 34)

To receive a report on the use of Social Media within the Council.

8. ICT SHARED SERVICES (Pages 35 - 36)

The Programme Director for ICT shared services will present a report on ICT shared services.

9. REVENUES AND BENEFITS PERFORMANCE UPDATE (Pages 37 - 42)

To receive for information a copy of the Revenues and Benefits Performance Update sent to Cabinet.

10. REVENUES AND BENEFITS CUSTOMER SERVICE AT THE CIVIC CENTRE (Pages 43 - 88)

To receive a report on the results of the customer survey carried out in relation to Revenues and Benefits Customer Service.

11. TRACKING RESOLUTIONS AND FEEDBACK FROM OVERVIEW AND SCRUTINY MANAGEMENT BOARD (Pages 89 - 90)

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.

12. 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 paragraphs 3 of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

(Members of the Public to note that if agreed you will be asked to leave the meeting).

PART II (PRIVATE MEETING)

13. DISCRETIONARY RATE RELIEF (E3) (Pages 91 - 112)

To receive details of the discretionary rate relief process and a list of those businesses in receipt of discretionary rate relief.