



# OVERVIEW & SCRUTINY COMMITTEE 1

STRATEGIC LEADERSHIP

Tuesday, 29 August 2006

10.00 a.m.

Conference Room 1,  
Council Offices, Spennymoor

# AGENDA and REPORTS

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إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن تقوم بالاتصال بنا.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको आनुवाद-सेवाओं की आवश्यकता हो तो हमसे संपर्क करें

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

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**Democratic Services**



**01388 816166**

**AGENDA**

**1. APOLOGIES**

**2. DECLARATIONS OF INTEREST**

To notify the Chairman of any items that appear later in the agenda in which you may have an interest.

**3. MINUTES**

To confirm as a correct record the Minutes of the meeting held on 13<sup>th</sup> June 2006. (Pages 1 - 4)

**4. CUSTOMER SERVICES MODERNISATION PROGRAMME UPDATE**

Report of Chief Executive. Siobhan Walsh, Corporate eGovernment Manager will also give a presentation in relation to this item. (Pages 5 - 14)

**5. PERFORMANCE INDICATORS - ACTUAL OUTTURNS 2005/06**

To consider the attached schedule. (Pages 15 - 24)

**6. WORK PROGRAMME**

Report of Chairman of the Committee (Pages 25 - 28)

**7. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT**

Members are respectfully requested to give the Chief Executive notice of items they would wish to raise under the heading not later than 12 noon on the day preceding the meeting, in order that consultation may take place with the Chairman who will determine whether the item will be accepted.

**B. Allen**  
**Chief Executive**

**Council Offices**  
**SPENNYMOOR**  
**18<sup>th</sup> August 2006**

Councillor A. Gray (Chairman)  
Councillor J.K. Piggott (Vice Chairman)

Councillors Mrs. K. Conroy, Mrs. J. Croft, B. Hall, J.G. Huntington, J.M. Khan, B. Meek, G. Morgan, Mrs. E.M. Paylor, G.W. Scott and Mrs. I. Jackson Smith.

**ACCESS TO INFORMATION**

Any person wishing to exercise the right of inspection etc. in relation to this agenda and associated papers should contact Mrs. L. Walker Tel 01388 816166 Ext 4237 email [lwalker@sedgefield.gov.uk](mailto:lwalker@sedgefield.gov.uk)