

## **BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE**

**16 OCTOBER 2008**

### **ATTENDANCE OF THE PORTFOLIO HOLDER FOR CUSTOMER FIRST AND CORPORATE SERVICES**

Report from: Stephanie Goad, Assistant Director –  
Communications, Performance and Partnerships  
Richard Hicks, Assistant Director – Customer First,  
Leisure, Culture, Democracy and Governance  
Tricia Palmer, Assistant Director – Organisational  
Services

Author: Peter Holland, Committee Co-ordinator

#### **Summary**

At the meeting of the Business Support Overview and Scrutiny Committee on 7 February 2008, Members requested that in future the details of the areas covered by the relevant portfolio are listed each time a Cabinet Member is invited to attend any of the Overview and Scrutiny Committees to be held to account.

#### **1. Background**

1.1 The area within the terms of reference of this Overview and Scrutiny Committee and covered by the Portfolio Holder for Customer First and Corporate Services is:

- Community Plan
- Comprehensive Performance Assessment (CPA)
- Customer First
- Human Resources
- ICT
- Bereavement Services
- Learning and Development
- Medway Local Strategic Partnership
- Performance Plan
- Service Improvement
- Registrars

- 1.2 The Business Support Overview and Scrutiny Committee also asked for information showing performance against targets within the portfolio of Cabinet Members to be provided as part of this item. It is proposed to introduce this across the board when the new set of 198 Performance Indicators come into effect later this year.

**Lead officer contact**

Peter Holland, Committee Co-ordinator

Tel: (01634) 332011

Email: [peter.holland@medway.gov.uk](mailto:peter.holland@medway.gov.uk)