

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

**2 DECEMBER 2010**

### **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

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#### **Summary**

This report details of the areas covered by the Portfolio Holder for Customer First and Corporate Services 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:

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

## **Lead officer contact**

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