

BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE

15 DECEMBER 2010

ATTENDANCE OF THE PORTFOLIO HOLDER FOR CUSTOMER FIRST AND CORPORATE SERVICES

Report from: Stephanie Goad, Assistant Director –
Communications, Performance and Partnerships
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Leisure, Culture, Democracy and Governance
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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

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