



THE WAY AHEAD FOR COUNCIL SERVICES: TASK GROUP

Tuesday, 7th February, 2012

7.00 pm

AGENDA

1. APOLOGIES FOR ABSENCE

2. DISCLOSURES OF INTEREST

3. MINUTES

The minutes of the last meeting to be submitted for signature.

4. REPORT OF THE EXECUTIVE DIRECTOR - SERVICES

The Executive Director - Services is attending the Task Group to address issues relating to the Council's current contracts.

Before the meeting, members are asked to consider their experiences of the Council's current contracts:

- How were Members involved prior to the contract being signed?
- What involvement do Members have now the services are running?
- Do Members know who to approach or who residents should be referred to if complaints are received?

5. REPORT OF THE EXECUTIVE DIRECTOR - RESOURCES

The Executive Director - Resources is attending the Task Group to address issues relating to the Council's current shared services.

Before the meeting, Members are asked to consider their experiences of the Council's current shared services:

- How were Members involved in the development of the shared services?
- What involvement do Members have in the running of these services?
- How do Members' relationships with the shared services compare with their relationships with other services?

6. THE EXPERIENCES OF OTHER AUTHORITIES

An overview of other authorities and their models of service delivery to be provided to the Task Group.

Members are invited to comment on the learning points to take away from the case studies.

Members are asked to consider which authorities they would like more information on and which they would like to visit.

A questionnaire has been sent to the CIPFA Nearest Neighbours group and the other Hertfordshire districts. The results will be available at the meeting on 22 February 2012.

7. DATES OF NEXT MEETINGS

9 February 2012 7pm

22 February 2012 7pm

27 February 2012 7pm