

LONDON BOROUGH OF WALTHAM FOREST

**Overview and Scrutiny
Improvement and
Performance Sub-
Committee**

15th SEPTEMBER 2004

LONDON BOROUGH OF WALTHAM FOREST
IMPROVEMENT AND PERFORMANCE SUB-COMMITTEE

DATE:	15 th September 2004	TIME: 7.30 p.m.
PLACE:	Town Hall, Forest Road E17	
CONTACT:	David Knight	020 8496 4736 davidj.knight@ce.lbwf.gov.uk

Dear Member,

This is formal notice advising you of the above meeting. The Agenda is set out below. Supplementary Items will only be added if the Chair considers them urgent.

Jacquie Dean
INTERIM CHIEF EXECUTIVE

MEMBERSHIP:

Chair: Councillor G. Walker

Vice Chair: Councillor J. Wilson

Councillors: R. Belam,

AGENDA

- 1. APOLOGIES FOR ABSENCE AND SUBSTITUTE MEMBERS.**
- 2. DECLARATION OF INTEREST.**

Members are required to declare any personal or prejudicial interests they may have in any matter, which is to be considered at this meeting. In addition, any private or personal non -pecuniary interest in a matter to be considered at this meeting should also be declared, unless it is insignificant or one which is shared with other members of the public generally as a Council taxpayer or an inhabitant of the area. Members must declare whether they are constrained by party whip when considering any particular item (**Constitution, Part 6, Section 17.1**).

3. MINUTES.

4. IMPROVEMENT PLAN [PROGRESS AGAINST DEADLINES]

This report provides a summary for the delays in the achieving certain targets in the Councils Improvement Plan.

In addition, the report outlines any revisions to deadlines contained within the Improvement Plan for the period up until 31st December 2004 in particular if it is anticipated that any agreed milestones will not be achieved and the impact of not meeting those deadlines.

5. IMPROVEMENT PLAN (DEADLINES)

The attached document is a re-draft of the Improvement Plan that shows the targets in a chronological order. This is to assist Members of the Sub-Committee in developing their Work Programme for the coming year.

6. IMPROVEMENT PLAN (CABINET REPORT – TO FOLLOW AS SECOND DESPATCH)

This report is presented to the sub-committee for pre-cabinet scrutiny.

7. COMPLAINTS MONITORING

The attached report outlines progress on the Improvement Plan Priority “Review complaints process and implement monitoring through CRM (Customer Relations Management).

This report also examines the action, which has been, and is being, taken to improve performance in responding to complaints from members of the public.

8. DATES OF FUTURE MEETINGS.

Members are asked to note dates of future Improvement and Performance Sub-Committee meetings:

- 2nd November 2004
- 11th January 2004
- 15th March 2005.

Members are reminded that unless otherwise stated all meetings of the Overview and Scrutiny Commission will be held at Walthamstow Town Hall, Forest Road, London E17 4JF and commence at 7.30 p.m.