

Agenda Item 12

Service Delivery/Performance Committee

21 October 2009



Service Delivery and Performance Overview and Scrutiny Committee Forward Plan 2009/10

Month	Topic	Lead
21 October 2009	<ul style="list-style-type: none">• Communications, focus on telephone communication and preventable demand• Quarterly Monitoring of Service Plans and Performance Indicators – 2nd Quarter	Denise Lyon
13 January 2009	<ul style="list-style-type: none">• Housing Review Performance Measures Report• Housing Benefits Performance Measures Report• Explore local issues in Towns and Parishes<ul style="list-style-type: none">○ relationships between tiers of government;○ excellence of service across the District and meeting local need•	John Golding Simon Davey
17 February 2009	<ul style="list-style-type: none">• Review of the remit of the Committee and progress achieved.• Quarterly Monitoring of Service Plans and Performance Indicators – 3rd Quarter	Denise Lyon