

Date: 16 March 2005  
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To: Members of the Strategic Overview Committee  
Members of the Communities Overview Committee  
Other Members of the Council for Information  
Portfolio Holder – Communities  
Portfolio Holder - Communications  
Chief Executive  
Corporate Directors

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Dear Sir/Madam

### **Strategic Overview Committee**

**Tuesday 29 March 2005 – 7.30pm** Please note the later than usual time.

The above meeting will be held in the Council Chamber, Knowle, Sidmouth to consider the matters detailed on the agenda below.

We are experimenting with new headings in Part A of the agenda. **Matters for debate** are issues where the Chairman considers Members may want to devote most of their time for discussion during the meeting. **Matters for consideration** are considered less likely to raise issues for debate, however if Members decide at the meeting that comment and discussion are appropriate then the Chairman will facilitate this.

Members please note that item 7 will be dealt with on the basis of a joint meeting of the Strategic and Communities Overview Committees, chaired by Councillor Dr Waterworth.

Yours faithfully

MARK WILLIAMS

Chief Executive

**Members of the public are welcome to attend this meeting when items listed under Part A of the agenda are being considered. For the benefit of Councillors and members of the public a hearing loop system will be in use in the Council Chamber.**

### **AGENDA**

<u>Part A</u>	Page/s
1. To receive any apologies for absence.	
2. To confirm the minutes of the meeting held on 25 January 2005 (previously circulated)	
3. To consider any items which in the opinion of the Chairman, should be dealt with as matters of urgency because of special circumstances (Note: such circumstances need to be notified in the minutes; any Member wishing to raise a matter under this item is requested to notify the Chief Executive in advance of the meeting).	

4. To agree any items to be dealt with after the public (including the press) have been excluded. There are no items that the officers recommend should be dealt with in this way.
5. Decisions made by the Executive Board called in by Members for scrutiny in accordance with the Overview Procedure Rules under Part 4 of the Constitution (There are no items which have been identified)

**Matters for debate:**

6.	Draft Forward Plan		3 - 5
7.	Customer Access Strategy – Contact Solution Options Assessment - To receive a presentation on proposals to progress the implementation of a joining contact centre with Devon County Council	Head of ICT	Verbal #
8.	Access to services inspection	Corporate Director – Central Services	6 – 14
9.	Quarterly monitoring of performance – third quarter 2004/05	Policy Manager	15 – 26
10	Draft Consultation Strategy	Head of Organisational Development	27 – 34

**Matters for consideration:**

11.	Review of Organisational Development Strategy	Head of Organisational Development	35 – 38
12.	Review of training and development	Head of Organisational Development	39 – 41
13.	Recruitment and retention	Head of Organisational Development	42 – 43
14.	Findings of staff attitude survey	Policy Manager	44 – 50
15.	Update on the implementation of the Freedom of Information Act	Senior Policy Officer	51 - 53

# Members are requested to view the Powerpoint presentation given to the Executive Board on 9 March 2005. This is available on the Council's website ([www.eastdevon.gov.uk](http://www.eastdevon.gov.uk)) and can be found under Your Council > Customer Contact.

**Members remember!**

You must declare any personal or prejudicial interests in an item before it is discussed. Make sure you say the reason for your interest as this has to be included in the minutes. If your interest is prejudicial you must leave the room. You also need to declare when you are subject to the party whip, again before the matter is discussed.