

# Corporate and Customer Overview and Scrutiny Panel - Efficiency Gains Sub-Group

**Thursday, 13 December 2007**

**Present:** Councillor Mrs Stella Walsh (Chair) and Councillors Mike Devaney, David Dickinson and June Molyneaux

**Also in attendance:** Andrew Docherty (Corporate Director of Governance) and Jamie Carson (Corporate Director (People)) James Douglas (Business Improvement Manager) and Ruth Hawes (Assistant Democratic Services Officer)

## **08.35 APOLOGIES FOR ABSENCE**

Apologies for absence were submitted on behalf of Councillors Henry Caunce, Michael Davies, Keith Iddon, Kevin Joyce, Thomas McGowan and Geoffrey Russell.

## **08.36 DECLARATIONS OF ANY INTERESTS**

There were no declarations of interest by Members relating to the items on the agenda.

## **08.37 PUBLIC QUESTIONS**

No members of the public requested to speak at the meeting.

## **08.38 QUESTION SETTING**

Members considered the draft questions enclosed with the agenda, made several amendments and allocated questions to each Member for the feedback session with the Corporate Director of Governance and Corporate Director (People) at the next two items.

**RESOLVED – That the questions be as set out below:**

### General Questions

1. Please outline the services within the remit of your Directorate.
2. How many Full Time Equivalentents are there in your Directorate?
3. How well do you think the council has done in the achievement of its efficiency targets and what contribution has your directorate made to achieving those gains?
4. What areas of improved efficiency have you targeted for the future?
5. Is there any scope for joint working within your Directorate?
6. How do you manage and improve efficiency within your directorate and how does it link with your Business Improvement plan and the corporate strategy?
7. What is your budget and what are the main heads of expenditure?
8. How do you ensure that any efficiency gains you achieve are corporately collected and reported?
9. What measures have you taken to ensure that effective procurement practice is in place within your directorate and can you give us examples of this in practice?

10. The use of the absence management policy can lead to efficiencies. Is the policy working in your Directorate?

Corporate Director – People

1. How do you see the Contact Centre contributing to the council's future efficiency gains targets?

**08.39 CORPORATE DIRECTOR OF GOVERNANCE**

The Chair welcomed Andrew Docherty to the meeting and thanked him for attending. The feed back session comprised questions and answers collated into a schedule enabling comparison with those responses given by other Directors.

**08.40 CORPORATE DIRECTOR (PEOPLE)**

The Chair welcomed Jamie Carson to the meeting and thanked him for attending. The feed back session comprised questions and answers collated into a schedule enabling comparison with those responses given by other Directors.

Chair