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AGENDA

Committee POLICY REVIEW AND PERFORMANCE SCRUTINY COMMITTEE

Date and Time of Meeting TUESDAY, 14 MARCH 2017, 4.30 PM

Venue COMMITTEE ROOM 4 - COUNTY HALL

Membership Councillor Howells (Chair)
Councillors Goddard, Hunt, Murphy, Sanders, Thomas and Walker

Time approx.

1 Apologies for Absence

To receive apologies for absence.

2 Declarations of Interest

To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.

3 Minutes (Pages 1 - 6)

To approve as a correct record the minutes of the meeting held on 17 January 2017.

4 Customer Relationship Management and SAP Systems: Progress update (Pages 7 - 12) 4.35 pm

- a) Councillor Graham Hinchey, Cabinet Member Corporate Services and Performance, has been invited to attend for this item and may wish to make a statement;
- b) Paul Orders, Chief Executive; Christine Salter, Corporate Director Resources; and Sarah McGill, Director Communities, Housing and Customer Services will be in attendance for this item;
- c) Questions by members of the Committee

- 5 Performance Quarter 3 2016-17 (Pages 13 - 50)** 5.20 pm
- a) Councillor Graham Hinchey, Cabinet Member Corporate Services and Performance, has been invited to attend for this item and may wish to make a statement;
 - b) Christine Salter, Corporate Director Resources; Jackie Turner, Assistant Director Education & Lifelong Learning; and Leon Goddard, Operational Manager Performance and Improvement will be in attendance for this item;
 - c) Questions by members of the Committee.
- 6 Procurement Strategy 2017-2020 (Pages 51 - 62)** 6.05 pm
- a) Councillor Graham Hinchey, Cabinet Member Corporate Services and Performance, has been invited to attend for this item and may wish to make a statement;
 - b) Christine Salter, Corporate Director Resources, and Steve Robinson, Operational Manager Commissioning and Procurement will be in attendance for this item;
 - c) Questions by members of the Committee.
- 7 Committee's Annual Report 2016/17 (Pages 63 - 102)** 6.35 pm
- 8 Way Forward** 6.40 pm
- (a) CRM – SAP Progress update
 - (b) Performance Quarter 3 2016-17
 - (c) Procurement Strategy 2017-2020
- 9 Any Other Business** 7.00 pm
- This concludes the business of the Policy Review & Performance Scrutiny Committee for the 2012-2017 administration.

Davina Fiore

Director Governance & Legal Services

Date: Wednesday, 8 March 2017

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