MINUTES OF END TO END SERVICE REVIEW TASK GROUP

12 OCTOBER 2010

PRESENT:

Members of the Group: Councillors Mrs Avis, Cranham (co-optee), Mahoney and Mrs O’Rourke (Chair)

Officers: Sean Kennedy, Change Officer
Elizabeth Routledge, Democratic and Scrutiny Services Officer

20. MINUTES

The minutes of the meeting held on 22 September 2010 were approved and signed by the Chairman.

21. APOLOGIES

An apology for absence was received from Councillor Butlin.

22. DECLARATIONS OF INTEREST

There were no declarations of interest.

23. FINALISING OF THE REVIEW REPORT AND ACTION PLAN

The Group considered the Revised Draft Review Report. The following amendments were agreed:

- Recommendation 1 – to read ‘Members of CORP and CUSP to be trained…’
- Section 4.2 Principles – remove the word ‘we’ from the beginning of the fifth bullet point
- CONCLUSIONS – should be Section 5 not Section 4
- CONCLUSIONS – fourth bullet point, addition of ‘and CUSP’ after ‘…Members of CORP …’
- Action Plan – Recommendation 2 – to read ‘Members of CORP and CUSP to be trained …’
- Action Plan – The Change Officer to liaise with the Scrutiny Officer regarding due dates to be entered on the Action Plan

The Change Officer reported that the first draft of the Review had been sent to the Leadership and Operations Team, in accordance with the Group’s wishes.
It was agreed that the Chairman should mention in her Foreward the enthusiasm of officers who had embraced the concept of end to end service reviews.

**RESOLVED THAT-**

(1) officers make the agreed amendments to the Review;
(2) once finalised, the Review be submitted to the Corporate Performance Committee, then to Cabinet on 22 November 2010; and
(3) the Chairman of the group make a presentation on the Review at each of the two meetings.

**24. VOTES OF THANKS**

**RESOLVED THAT-**

(1) the Chairman place on record her thanks to members and officers for their work with the Group; and
(2) the Group place on record their thanks to the Chairman for her work and support during the period of the Review.

**CHAIRMAN**