

Meeting	Overview and Scrutiny Committee Performance & Resources - Special Meeting
Venue	Bainbridge Room
Date	21 March 2007
Time	10.00am
Contact Officer	T Capper
Lead Officer	T Capper

1. **Apologies for Absence**
2. **Arrangement of Agenda:** To consider the order in which the agenda items will be taken.
3. **Items for which the Press and Public will be Excluded:** To consider which agenda items will be considered with the press and public excluded, on the grounds that there is likely to be a disclosure of confidential information in breach of an obligation of confidence, or exempt information as defined in Schedule 12A of the Local Government Act 1972.
4. **[Information & Communications Technology Strategy](#)**

[Item 4 Appendix A](#)

[Item 4 Appendix B](#)

[Item 4 Appendix C](#)

Summary: To consider the Information and Communications Strategy

5. **[Customer Satisfaction Survey](#)**

Summary: To update Members on the Customer Satisfaction Survey

6. **[Gershon Update](#)**

Summary: To update Members on the current position regarding the Gershon efficiency agenda

7. **[Strategic Risk Register](#)**

[Item 7 Appendix A](#)

Summary: To update Members on progress in managing the Council's strategic risks.

Membership: Councillors Mrs Y Clarkson (Chairman); M McVeigh (Deputy Chairman); E Brennan; A Norwood; R Salkeld; P Tyson; P Watson; 2 Vacancies