

CORPORATE IMPROVEMENT BOARD

Venue: Bainbridge Room
Date: 18th August 2009
Time: 10:00am
Lead Officer: Liam Murphy

1. [Notes of the meeting held on 19th May 2009](#)
2. **Apologies for Absence**
3. **Declarations of Personal and Prejudicial Interests in Agenda Items:**
Members to declare any Personal and Prejudicial Interests
4. **Arrangement of Agenda:** to consider the order in which items will be taken
5. **Learning about the Requirements of the Comprehensive Area Assessment**
6. [Establishing a Customer Focussed Service Approach](#)
 - a. [Place Survey \(verbal update\)](#)
 - b. [Customer Service Delivery Agreements](#)
7. [Searching for Best Value](#)
 - a. [Remote Working](#)
8. **Locality Working (presentation)**
9. [Project Management](#)
 - a. [Project Management Process & Timeline](#)
 - b. [Approve Service Change Project Brief](#)
 - c. [Complaints End Project Report](#)
10. [Monitoring the Delivery of the Corporate Plan](#)
 - a. [Delivery of new Corporate Plan 2010-15](#)
 - b. [Monitoring Corporate Improvement Plan](#)
 - c. [Monitoring National Indicators](#)
 - d. [Monitoring BVPI / LAA](#)

Membership: Councillors J Bowman; A Norwood; G Sunderland and Miss E Woodburn;