

CORPORATE IMPROVEMENT BOARD

Venue: Nicholson Room
Date: 19th May 2009
Time: 2pm
Lead Officer: Liam Murphy

1. Notes of the meeting held on [15th April 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. [T-Enabling update](#)
7. **Searching for Best Value**
 - a. [Shared Services Strategy](#)
8. **Locality Working**
9. **Monitoring the Delivery of the Corporate Plan**
 - a. [08/09 Delivery Plan](#)
 - b. [National Indicators](#)

**Membership: Councillors A Holliday (Chairman); Miss E Woodburn;
A Norwood and G Sunderland.
(Membership subject to confirmation at the Annual Meeting)**