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| <b><u>MEETING</u></b>                                  |
| <b>FINANCIAL PERFORMANCE AND CONTRACTS COMMITTEE</b>   |
| <b><u>DATE AND TIME</u></b>                            |
| <b>TUESDAY 9TH OCTOBER, 2018</b>                       |
| <b>AT 7.00 PM</b>                                      |
| <b><u>VENUE</u></b>                                    |
| <b>HENDON TOWN HALL, THE BURROUGHS, LONDON NW4 4BG</b> |

**TO: MEMBERS OF FINANCIAL PERFORMANCE AND CONTRACTS COMMITTEE  
(Quorum 3)**

Chairman: Councillor Peter Zinkin,  
Vice Chairman: Councillor Anthony Finn

**Councillors**

|              |              |               |
|--------------|--------------|---------------|
| Anthony Finn | Jess Brayne  | John Marshall |
| Kathy Levine | Arjun Mittra | Alex Prager   |
| Shimon Ryde  |              |               |

**Substitute Members**

|                |              |              |
|----------------|--------------|--------------|
| Geof Cooke     | Lisa Rutter  | Thomas Smith |
| Barry Rawlings | Alison Moore | Julian Teare |

In line with the Constitution's Public Participation and Engagement Rules, requests to submit public questions or comments must be submitted by 10AM on the third working day before the date of the committee meeting. Therefore, the deadline for this meeting is 10AM Thursday 4 October. Requests must be submitted to Salar Rida at [salar.rida@barnet.gov.uk](mailto:salar.rida@barnet.gov.uk)

**You are requested to attend the above meeting for which an agenda is attached.**

**Andrew Charlwood – Head of Governance**

Governance Services contact: Salar Rida 020 8359 7113 [salar.rida@barnet.gov.uk](mailto:salar.rida@barnet.gov.uk)

Media Relations Contact: Gareth Greene 020 8359 7039

**ASSURANCE GROUP**

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## ORDER OF BUSINESS

| Item No | Title of Report                                                                     | Pages    |
|---------|-------------------------------------------------------------------------------------|----------|
| 1.      | Minutes of the Previous Meeting                                                     | 5 - 10   |
| 2.      | Absence of Members                                                                  |          |
| 3.      | Declarations of Members Disclosable Pecuniary Interests and Non-Pecuniary Interests |          |
| 4.      | Report of the Monitoring Officer (if any)                                           |          |
| 5.      | Public Questions and Comments (if any)                                              |          |
| 6.      | Members' Items (if any)                                                             |          |
| 7.      | Referral from the Environment Committee                                             | 11 - 14  |
| 8.      | Chief Finance Officer report - Month 4 Forecast                                     | 15 - 52  |
| 9.      | Performance of back office functions - temporary staffing                           | 53 - 66  |
| 10.     | Improving Customer Services - website satisfaction                                  | 67 - 76  |
| 11.     | Q1 2018/19 Contracts Performance Report                                             | 77 - 88  |
| 12.     | Committee Forward Work Programme                                                    | 89 - 92  |
| 13.     | Any Other Items that the Chairman Decides are Urgent                                |          |
| 14.     | Motion to Exclude the Press and Public                                              |          |
| 15.     | Exempt Item - Contractual review and commercial matters                             | 93 - 136 |
| 16.     | Any Other Exempt Items that the Chairman Decides are Urgent                         |          |

## FACILITIES FOR PEOPLE WITH DISABILITIES

Hendon Town Hall has access for wheelchair users including lifts and toilets. If you wish to let us know in advance that you will be attending the meeting, please telephone Salar Rida 020

8359 7113 [salar.rida@barnet.gov.uk](mailto:salar.rida@barnet.gov.uk). People with hearing difficulties who have a text phone, may telephone our minicom number on 020 8203 8942. All of our Committee Rooms also have induction loops.

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