

MEETING

PERFORMANCE AND CONTRACT MANAGEMENT COMMITTEE

DATE AND TIME

TUESDAY 12TH MAY, 2015

AT 7.00 PM

VENUE

HENDON TOWN HALL, THE BURROUGHS, LONDON NW4 4BQ

**TO: MEMBERS OF PERFORMANCE AND CONTRACT MANAGEMENT COMMITTEE
(Quorum 3)**

Chairman: Councillor Anthony Finn
Vice Chairman: Councillor Sury Khatri

Councillors

Geof Cooke	John Marshall	Shimon Ryde
Alison Cornelius	Arjun Mittra	Vacancy
Kathy Levine	Ammar Naqvi	
	Reema Patel	

Substitute Members

Councillor Paul Edwards	Councillor Alison Moore	Councillor Gabriel Rozenberg
Councillor Dr Devra Kay	Councillor Caroline Stock	Councillor Lisa Rutter

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

Andrew Charlwood – Head of Governance

Governance Service contact: Sarah Koniarski 020 8359 7574 sarah.koniarski@barnet.gov.uk

Media Relations contact: Sue Cocker 020 8359 7039

ASSURANCE GROUP

ORDER OF BUSINESS

Item No	Title of Report	Pages
1.	Minutes of the Previous Meeting	1 - 4
2.	Absence of Members	
3.	Declarations of Members Disclosable Pecuniary Interests and Non-Pecuniary Interests	
4.	Public Questions and Comments (if any)	
5.	Members Item - Councillor Patel - Councils Key Performance Indicators	5 - 8
6.	Members Item - Councillor Cooke - Customer Complaint	9 - 24
7.	Quarter Four and Year End 2014/15 Monitoring Report	25 - 186
8.	Corporate Risk Management Policy Statement and Strategy	
9.	Committee Forward Work Programme	
10.	Any Other 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 Sarah Koniarski 020 8359 7574 sarah.koniarski@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.

FIRE/EMERGENCY EVACUATION PROCEDURE

If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by uniformed custodians. It is vital you follow their instructions.

You should proceed calmly; do not run and do not use the lifts.

Do not stop to collect personal belongings

Once you are outside, please do not wait immediately next to the building, but move some distance away and await further instructions.

Do not re-enter the building until told to do so.