

<u>MEETING</u> PERFORMANCE AND CONTRACT MANAGEMENT COMMITTEE
<u>DATE AND TIME</u> TUESDAY 31ST MAY, 2016 AT 7.00 PM
<u>VENUE</u> HENDON TOWN HALL, THE BURROUGHS, LONDON NW4 4BQ

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

**THE MEMBERSHIP OF THIS COMMITTEE FOR 2016/17 WILL BE APPOINTED BY
ANNUAL COUNCIL ON 24 MAY 2016.**

In line with the Constitution's Public Participation and Engagement Rules, public questions or comments must be submitted by 10.00AM on the third working day before the date of the committee meeting. Therefore, the deadline for this meeting is 10.00AM on 25 May 2016. Requests must be submitted to Salar Rida 020 8359 7113 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

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	To Follow
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.	Corporate Plan - 2016/17 Addendum	1 - 40
8.	Quarter 4/End of Year Performance Monitoring 2015/16	41 - 208
9.	CSG Web Improvement Update	209 - 222
10.	Referral from the Audit Committee	223 - 320
11.	IT Operations	To Follow
12.	Clienting Arrangements - Customer & Support Group (CSG) Contract	321 - 330
13.	Year Three Review of Customer and Support Group (CSG) Contract	331 - 346
14.	Education and Skills Contract	347 - 374
15.	Committee Forward Work Programme	To Follow
16.	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 Salar Rida, 020 8358 7113, 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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