

Decisions of the Performance and Contract Management Committee

23 July 2014

Members Present:

Councillor Anthony Finn (Chairman)
Councillor Sury Khatri (Vice-Chairman)

Councillor John Marshall
Councillor Shimon Ryde
Councillor Daniel Seal
Councillor Geof Cooke
Councillor Reema Patel

Councillor Kathy Levine
Councillor Ammar Naqvi
Councillor Arjun Mittra
Councillor Alison Cornelius

1. MINUTES OF THE PREVIOUS MEETING

RESOLVED – That the Minutes of the meeting held on 11 June 2014 be approved as a correct record.

2. ABSENCE OF MEMBERS

Apologies for lateness were received from Councillor Daniel Seal.

3. DECLARATIONS OF MEMBERS DISCLOSABLE PECUNIARY INTERESTS AND NON-PECUNIARY INTERESTS

Members declared the following interests:

Councillor	Agenda Item	Interest
John Marshall	8 – Performance Report from Barnet Homes	Non pecuniary interest as Councillor Marshall is a Council appointed Director of Barnet Homes
Arjun Mittra	8 – Performance Report from Barnet Homes	Non pecuniary interest as Councillor Miitra's mother has a tenancy with the Council (Note: General dispensation already granted by Council).

4. PUBLIC QUESTIONS AND COMMENTS (IF ANY)

There were none.

5. MEMBERS' ITEM - BRIEFING PAPER ON PERFORMANCE OF CUSTOMER AND SUPPORT GROUP (CSG) SINCE GO-LIVE

The Chief Operating Officer introduced the report. The report was considered together with Agenda Item 7 – Update on Telephony Issues.

RESOLVED – That the Committee notes the report provided in respect of performance of the Customer and Support Group.

6. APPENDIX A– PUBLIC HEALTH QUARTER 4 2013/14 REPORT

The Director of Joint Public Health Service introduced the report.

Councillors Alison Cornelius and Arjun Mittra mentioned that they had been on the Task and Finish Group for health checks.

RESOLVED – That the Committee notes the 2013/14 quarter 4 performance report for the joint Public Health Service.

7. UPDATE ON TELEPHONY ISSUES

The Director of Commercial and Customer Services and also the Operations and Commercial Director Customer and Support Group (CSG) introduced the report. The report was considered together with the Members' Item – Briefing Paper on Performance of Customer and Support Group (CSG) since go-live.

RESOLVED – That the Committee notes the report provided in respect of CSG telephony.

8. PERFORMANCE REPORT FROM BARNET HOMES

The Chief Executive of The Barnet Group introduced the report.

RESOLVED – That the Committee notes the 2013/14 Q4 performance report for Barnet Homes.

9. COMMITTEE FORWARD WORK PROGRAMME

The Committee noted the report and requested that a report on School HR be included in the Work Programme for the September 2014 meeting.

10. ANY OTHER ITEMS THAT THE CHAIRMAN DECIDES ARE URGENT

There were none.

The meeting finished at 9.50 pm