

	<p>Performance and Contract Management Committee</p> <p>12 May 2015</p>
<p>Title</p>	<p>Member's Item – Cllr Geof Cooke – Customer Services Performance</p>
<p>Report of</p>	<p>Head of Governance</p>
<p>Wards</p>	<p>All</p>
<p>Status</p>	<p>Public</p>
<p>Enclosures</p>	<p>None</p>
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Summary

The report informs the Performance and Contract Management Committee of a Member's Item and requests instructions from the Committee.

Recommendations

That the Performance and Contract Management Committee's instructions in relation to this Member's item are requested

1. WHY THIS REPORT IS NEEDED

- 1.1 Councillor Geof Cooke has requested that a Member's Item be considered on the following matter:

"The case (see Appendix) illustrates several deficiencies in the service residents are receiving from Capita. Please could a report on what has gone wrong and what is being done to correct it be provided as a member's item on the agenda of the Performance and Contract Management committee on 11/05/15?"

2. REASONS FOR RECOMMENDATIONS

- 2.1 No recommendations have been made. The Performance and Contract Management Committee are therefore requested to give consideration and provide instruction.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 Not applicable.

4. POST DECISION IMPLEMENTATION

- 4.1 Post decision implementation will depend on the decision taken by the Committee.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 As and when issues raised through a Member's Item are progressed, they will need to be evaluated against the Corporate Plan and other relevant policies.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 5.2.1 None in the context of this report.

5.3 Legal and Constitutional References

- 5.3.1 The Council's Constitution Meeting Procedure Rules (section 6) states that a Member, including appointed substitute Members of a Committee may have one item only on an agenda that he/she serves. Members items must be within the term of reference of the decision making body which will consider the item.

- 5.3.2 There are no legal references in the context of this report.

5.4 Risk Management

5.4.1 None in the context of this report.

5.5 Equalities and Diversity

5.5.1 Member's Items allow Members of a Committee to bring a wide range of issues to the attention of a Committee in accordance with the Council's Constitution. All of these issues must be considered for their equalities and diversity implications.

5.6 Consultation and Engagement

5.6.1 None in the context of this report.

6. BACKGROUND PAPERS

6.1 Email to Governance Officer, dated 24 April 2015