

Report of the Chairman of the Performance and Governance committee on the meeting held on 17th November 2009

The committee considered the following items:

- It was agreed that the **work plan** should include:
 - a review of the Council's land disposal policy, and
 - the Scheme of Delegation to Officers.
- **Formal Customer Complaints** in 2008-9. It was noted that the number of formal complaints was reducing and that compensation payments had reduced significantly as a result of action taken to resolve complaints at Stage 1.
- **Internal Audit Report** – quarter 2.
- **Risk Management** - update
- **Performance Indicators** – quarter 2. It was noted that the number of homeless acceptances was down due to more pre-emptive actions being taken.
- A comparison of the results from the Residents Panel with those from The **Place Survey**.

On the 16th February the committee will have considered:

- The Monitoring Officer's annual report.
- The sale of land at Rye Lane.
- Internal Audit & Performance reports for Q3.
- The Investment Strategy for 2010-11.
- Comprehensive Area Assessment – Organisational Assessment & Use of Resources scores 2008-9. (This report has already been to Cabinet.

