

AGENDA ITEM NO. 4

TO: AUDIT AND RESOURCES SCRUTINY COMMITTEE - 4 MARCH 2003

SUBJECT: REVIEW OF MEMBERS' SERVICES

FROM: MEMBERS' AND CUSTOMER SERVICES

1. PURPOSE OF REPORT

1.1 To inform members of progress being made on the review of Members' Services.

2. BACKGROUND

2.1 Members will recall that the Best Value Review programme for 2003, originally agreed in January 2002, had identified six reviews including Support and Democratic Services.

2.2 At their meeting on January 2003, the Executive had agreed to reduce the number of reviews to be undertaken during the year. As a result, the review of Support and Democratic Services has been postponed.

2.3 Members' Services had already begun preparing for the Best Value Review and it was considered appropriate to proceed with a mini service review.

2.4 A draft scope for the review has been produced and circulated to all Members, Corporate Management Team, Chief Executive's Management Team, departmental contacts, and the Coventry and Warwickshire Committee Administrators Forum for comments. A copy of the scope is attached at Appendix 1.

2.5 Towards the end of 2002, a questionnaire was issued to all Members seeking their views on the services currently provided. In total, 29 responses were received. The responses received will feed into the review.

2.6 In January, 2003 a questionnaire was drawn up and copies given to members of the public attending meetings. Results from the questionnaire will also be fed into the review. A copy of the questionnaire is attached at Appendix 2.

2.7 When researching for the review it was apparent that, in order to encourage members of the public to attend meetings the procedure at meetings would need to be explained to them. A series of leaflets, are therefore, being drawn up. A leaflet for the Executive has been drawn up and a copy is attached as Appendix 3 for the information of members.

3. **POLICY AND BUDGET FRAMEWORK**

3.1 There are no policy or budgetary implications in this report

4. **OUTCOME REQUIRED**

4.1 Members are asked to note the report and comment of the draft scope attached as Appendix 1.

Robert Inman
Members' and Customer Services Manager

BACKGROUND PAPERS

Review of Best Value Programme And Practice and Citizen's Panel Timetable for 2003 - report to the Executive - January 2003.

Areas in District Affected: None.

Executive Portfolio Area and Holder: Corporate and Strategic Leadership -
Councillor Crowther.

For further information about this report please contact:

Contact Officer: Robert Inman, Members' and Customer Services Manager

Tel: (01926) 456100 (Direct Line)

E-Mail robert.inman@warwickdc.gov.uk

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