

**OVERVIEW AND SCRUTINY CHAIRMAN:**

**CORPORATE RESOURCES**

Report of  
Chairman:

**COUNCILLOR JOHN GUEST**

**CROS CHAIRMAN'S REPORT TO COUNCIL**

I have chosen to use a different format for my report this cycle and I trust it meets the approval of Council.

This has been a busy period for the Committee because of the extra workload caused by the budget. Members have worked long and hard to get through mountains of reports, and I thank them for their time and commitment. The process worked far better this year with members being able to separate between Council and Committee issues. That is not to say that there weren't any problems: because there were. However, these were mainly outside the control of the Committee and we have been assured that timetabling will be improved next year – watch this space!

Illness and the transition to the new Officer Structure have also caused a few problems, and a few reports are backlogged because of this. We hope to be back on track within two cycles. Now that the new Business Unit Heads have all been appointed, and we have one of the two Executive Directors about to take up her place (along with an interim Executive Director), processes should start flowing freely again. Our hearts go out to Jean Cross who is ill at this time, and I'm sure I speak for all the members of the Committee when I say that.

As with much Committee business, it can take some time before we can see the fruits of labours: or otherwise. The new structures being one of those areas as it has taken nearly two years to complete the process. I hope that cultural change needed to make this work is achieved smoothly and quickly. The Customer Contact BVR is the next of our work programmes to be introduced by the Council. This also has been a long affair and I look forward to seeing the intended improvements being implemented and achieved. The newly appointed interim Executive Director has previous experience in this area and potentially much to contribute in the set-up phase.

In addition to the above, the Committee is continuing to pursue its other functions in monitoring Action Plans, monitoring performance and Service Plans, and acting as an Audit Committee. The enthusiasm of Business Unit Heads and their willingness to work with the Committee is refreshing and augur's well for the future of the Authority (I hope I got the apostrophe in the right place there).

In addition to the Committee's meetings I have also attended a review of the last year along with Chairmen and Vice Chairmen of the other O/S Committees and this will be reported upon through the O/S Management Committee in due course. With my Vice Chairman, I also accompanied the Executive and some officers to visit two other Authorities to look at their Customer Contact set-ups (Hertfordshire and Middlesboro).

We are now looking forward to the challenge that CPA presents, and confidently expect to perform well.

Councillor J M Guest  
Chairman  
Corporate Resources Overview and Scrutiny Committee