



PERFORMANCE REVIEW PANEL

25 OCTOBER 2006

7.30 PM

**MEETING ROOM 2, CIVIC OFFICES,
CENTRAL MILTON KEYNES**

A G E N D A

Councillor K Wilson (Chair)
Councillor Morris (Vice-Chair)
Councillors Barry, Carruthers, Eastman, Long and Tunney

If you have any enquiries about this agenda please contact: Stephen Parker (Senior Committee Manager) - Tel: (01908) 252391 or e-mail: stephen.parker@milton-keynes.gov.uk

1. Welcome and Introductions

The Chair to welcome Members, officers and the public to the meeting and introduce Members and officers who are present.

2. Apologies

3. Minutes

To approve, and the Chair to sign as a correct record, the Minutes of the meeting of the Performance Review Panel held on 6 September 2006 (Item 3) (**Pages 4 to 6**).

4. Disclosure of Interest

Members to disclose any personal or prejudicial interests they may have in the business to be transacted, and officers to declare any interest in contracts to be considered by the Committee.

5. Complaints Handling

The Panel will receive a report on the range of complaints handling procedures in operation across the Council (Item 5) (**Pages 7 to 82**).

Philip McCourt, Head of Legal Services, will be in attendance to assist the Panel with its assessment.

6. Performance Information Monitoring

To update the Panel on arrangements to receive and to respond to performance information. A brief summary report is at Item 6 (**Page 83**).

Health and Safety

Any persons attending meetings in the Council Offices are requested to take a few moments to familiarise themselves with the nearest available fire exit, indicated by the fire evacuation signs. In the event of a continuous alarm sounding during the meeting you must evacuate the building immediately and follow all instructions provided by the fire evacuation officer who will identify him/herself should the alarm sound. You will be assisted to the nearest designated assembly point until it is safe to return to the building.

Any persons unable to use the stairs will be assisted to the nearest safe refuge. The yellow call point alarm will be sounded to alert the fire service as to your presence.

Mobile Phones

Please ensure that your mobile phone is switched to silent or is switched off completely during the meeting

The proceedings at this meeting may be recorded for the purpose of preparing the Minutes of the meeting.

Milton Keynes Council welcomes comments, complaints and compliments from members of the public in order to make its services as efficient and effective as possible. We would appreciate any suggestions regarding the usefulness of the paperwork for this meeting, or the conduct of the meeting you have attended.

A form is available online at <http://www.mkweb.co.uk/complaints/home.asp> or is obtainable at the meeting.