

**WEST DUNBARTONSHIRE COUNCIL**

**Council Offices, Garshake Road, Dumbarton, G82 3PU**

23 June 2006

**MEETING: CORPORATE SERVICES COMMITTEE**

**WEDNESDAY, 28 JUNE 2006  
COUNCIL CHAMBERS  
CLYDEBANK TOWN HALL  
DUMBARTON ROAD  
CLYDEBANK**

Dear Member,

Please attend a meeting of the **Corporate Services Committee** to be held in the Council Chambers, Clydebank Town Hall, Dumbarton Road, Clydebank on Wednesday, 28 June 2006 at 10.00 a.m.

The business is as shown on the enclosed Agenda.

Yours faithfully

**TIM HUNTINGFORD**

Chief Executive

**Distribution:**

Councillor T Devine (Convener)  
Councillor D Agnew  
Councillor J Bolla  
Councillor M Bootland  
Councillor D Brogan  
Councillor G Calvert  
Councillor D McDonald  
Councillor C McLaughlin  
Councillor M Rooney  
Councillor A White

**All other Councillors for information**

Chief Executive  
Director of Housing, Regeneration and Environmental Services  
Director of Education and Cultural Services  
Acting Director of Social Work Services

## **CORPORATE SERVICES COMMITTEE**

**WEDNESDAY, 28 JUNE 2006**

### **AGENDA**

**1. APOLOGIES**

**2. MINUTES OF PREVIOUS MEETING**

Submit, for approval as a correct record, the Minutes of Meeting of the Corporate Services Committee held on 26 April 2006.

**3. CONTACT CENTRE PROPOSAL**

Ms Angela Clements, Head of Information Services will give a presentation on the Contact Centre proposal.

In this respect, submit report by the Chief Executive seeking approval for the purchase of GT-X client and Contact Centre configuration along with Licences, Work Management and Contact Management Professional Services Costs to implement a Contact Centre solution for West Dunbartonshire Council.

**4. INVESTORS IN PEOPLE ACCREDITATION**

Submit report by the Chief Executive advising of the successful attainment of the Investors in People Standard by both Legal and Administrative Services and the Policy and Public Relations Sections.

**5. NATIONAL BUSINESS AWARDS FOR SCOTLAND 2006**

Submit report by the Chief Executive containing up to date information on the recent successful achievement of ICT & Business Development being selected as finalists in the National Business Awards for Scotland 2006, placing the service as one of five finalists for the "*The Award for Business Improvement Through People*" category.

**6. CHIEF EXECUTIVE'S DEPARTMENT – QUARTERLY PERFORMANCE REVIEW/ANNUAL PERFORMANCE REVIEW 2005/6**

Submit report by the Chief Executive containing information on the performance of the newly formed Chief Executive's Department in the fourth quarter of 2005/6, that is, from 1 January 2006 to 31 March 2006 and summarising the key achievements in 2005/6.

**7. CHIEF EXECUTIVE'S DEPARTMENT: 2006/7 SERVICE PLANS**

Submit report by the Chief Executive seeking agreement for the 2006/7 service plans for the Chief Executive's Department.

**8. WEST DUNBARTONSHIRE DISTRICT COURT**

Submit report by the Clerk to the District Court seeking the authority of the Committee to vary the Court Sitting diets of West Dunbartonshire District Court.

**9. RESULTS OF MEMBERS' SERVICES SURVEY**

Submit report by the Chief Executive containing information on the outcome of a recent customer service survey carried out seeking feedback on the service provided to Members.

**10. EQUAL PAY STATUTORY GRIEVANCE HANDLING PROCESS**

Submit report by the Chief Executive advising Members of the arrangements that have been put in place to deal with the significant number of Statutory Grievances that have been submitted under the auspices of Equal Pay legislation.

**11. CoSLA STAFFING WATCH SURVEY**

Submit report by the Chief Executive providing information on the size of the Council's workforce as at 10 March 2006.

**12. CORPORATE PROCUREMENT STRATEGY**

Submit report by the Chief Executive updating Members on progress to date of the Corporate Procurement Strategy and related developments and making recommendations thereon.

**13. CULTURAL SERVICES BUDGET**

Submit report by the Director of Education and Cultural Services seeking approval of the development plan for 2006/07 as outlined in the appendix to the report.

**14. UPDATE ON FINANCE REVENUES COLLECTION**

Submit report by the Chief Executive providing an update on the collection of the local Council Tax and National Non-Domestic Rates (NDR).

**15. AWARD OF DISCRETIONARY RELIEF OF RATES – 2005/06**

Submit report by the Chief Executive advising of the organisations awarded discretionary relief of rates in 2005/06.

**16. FORMER TENANT RENT ARREARS – WRITE-OFFS**

Submit report by the Director of Housing, Regeneration and Environmental Services seeking approval for rent arrears write-offs for the first quarter of 2006/2007.

**17. WRITE-OFF OF NATIONAL NON-DOMESTIC RATES**

Submit report by the Chief Executive seeking approval to write off debts in respect of National Non-Domestic Rates (NDR).

**18. WRITE-OFF OF MISCELLANEOUS INCOME DEBTOR ACCOUNTS**

Submit report by the Chief Executive seeking approval to write off debts in respect of miscellaneous income debtor accounts.

**19. INTEREST RATE REPORTS (1 APRIL 2006 – 15 MAY 2006)**

Submit report by the Chief Executive advising Members about interest rates during the period from 1 April 2006 to 15 May 2006.

**20. TREASURY TRANSACTIONS (1 April 2006 – 15 May 2006)**

Submit report by the Chief Executive advising Members of the Treasury Transactions of the Council for the period 1 April 2006 to 15 May 2006.

**21. PADDLE STEAMER WAVERLEY – REQUEST FOR FUNDING**

Submit report by the Chief Executive advising of correspondence received requesting funding on behalf of the paddle steamer Waverley and making recommendations thereon.

**22. GRANTS TO VOLUNTARY ORGANISATIONS**

Submit report by the Chief Executive providing an update on the budget position of grants to voluntary organisations and providing details of grant applications for consideration.

For information on the above agenda please contact Lorraine Beveridge, Administrative Assistant, Legal and Administrative Services, Council Offices, Garshake Road, Dumbarton, G82 3PU. Tel: (01389) 737220 e-mail: [lorraine.beveridge@west-dunbarton.gov.uk](mailto:lorraine.beveridge@west-dunbarton.gov.uk)