

## COMMISSION FOR LOCAL ADMINISTRATION IN ENGLAND

The next meeting of the Commission will be held in the London Bridge meeting room on the 20<sup>th</sup> floor of Millbank Tower, Millbank, London SW1P 4QP on Tuesday 13 September 2005 at 10.30am

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### AGENDA

**1. MATTERS ARISING FROM THE MINUTES OF 9 AUGUST COMMISSION MEETING**

(previously circulated)

**Minute 9: Triennial Review 2005/06**

CLA 1473 attached. To consider further the proposal to be included in respect of complaints about education matters.

**2. TRANSITIONAL ARRANGEMENTS: YORK OFFICE**

(attached as CLA 1474)

To agree the arrangements to be put in place during the interregnum between Mrs Thomas' retirement and Ms Seex taking up her position on 27 October.

**3. COMMISSION PERFORMANCE INDICATORS: AUGUST 2005**

(attached as CLA 1475)

To note the PIs.

**4. THE LONDON OFFICE: MANAGING ALLOCATION DELAYS**

(attached as CLA 1476)

To consider the report.

**5. BUDGETARY CONTROL REPORT: JULY 2005**

(attached as CLA 1477)

To note the (reformatted) report.

- 6. (A) DRAFT ESTIMATES 2006/07  
(B) CORPORATE PLAN 2006-09  
(C) BUSINESS CASE FOR REPLACING COMTRAC**

(covering paper attached as CLA 1478)

To approve the draft Estimates; draft Corporate Plan; and business case for replacing Comtrac (circulated to Commissioners and Deputies on 2 September).

**7. ENHANCING THE ADVICE SERVICE**

(attached as CLA 1485)

To consider/approve the recommendation.

**8. PROGRAMME MANAGEMENT**

(attached as CLA 1479)

To approve the revisions to the Programme Management framework; to confirm the business goals and agree priorities.

**9. ADVICE CALLS CUSTOMER SATISFACTION REPORT: JUNE AND JULY 2005**

(attached as CLA 1481)

To note the reports; to decide whether the Commission wishes to see future reports, and if so how often.

**10. ASSISTANT OMBUDSMAN: NEW JOB DESCRIPTION AND PERSON SPECIFICATION**

(attached as CLA 1487)

To approve the new JD and PS.

**11. HEALTH AND SAFETY FOR HOME BASED WORKERS**

(attached as CLA 1482)

To approve the policy.

**12. SICKNESS ABSENCE QUARTERLY REPORT: JUNE 2005**

(attached as CLA 1483)

To note the report.

**13. AUDIT COMMITTEE**

(attached as CLA 1484)

To note the 12 July minutes.

**Confidential business**

**14. CUSTOMER SATISFACTION STUDY** (*exempt from FOIA under Section 22*)  
(to follow to Commissioners and Deputies as CLA 1480)

To consider the response to the study.

**15. PAYMENT OF HONORARIUM** (*exempt from FOIA under Section 40*)  
(circulated to Commissioners and Deputies as CLA 1486)

To consider/approve the proposal.

**16. DATE OF NEXT MEETING**

**11.00am, 6 October in Scarman House, Warwick.**