



BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

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DATE: 2 February 2010

To: Members of the  
**IMPROVEMENT AND EFFICIENCY SUB-COMMITTEE**

Councillor Neil Reddin (Chairman)  
Councillor Nicholas Bennett J.P. (Vice-Chairman)  
Councillors Graham Arthur, Colin Bloom, Eric Bosshard, Stephen Carr,  
Julian Grainger and Russell Mellor

A meeting of the Improvement and Efficiency Sub-Committee will be held at Bromley Civic Centre on **THURSDAY, 11TH FEBRUARY, 2010 AT 7.30 PM**

MARK BOWEN  
Director of Legal, Democratic and  
Customer Services.

Copies of the documents referred to below can be obtained from  
<http://sharepoint.bromley.gov.uk>

## A G E N D A

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST**
3. **QUESTIONS FROM MEMBERS OF THE PUBLIC ATTENDING THE MEETING**  
To hear questions received in writing by the Legal, Democratic & Customer Services Department by 5pm on Friday 5<sup>th</sup> January and to respond.
4. **MINUTES OF THE MEETING HELD ON 17 DECEMBER 2009** (Pages 3 - 8)
5. **MATTERS ARISING FROM PREVIOUS MEETINGS** (Pages 9 - 14)
6. **ORGANISATIONAL IMPROVEMENT PROGRAMME UPDATE** (Pages 15 - 28)
7. **VOICE RECOGNITION PROJECT** (Pages 29 - 34)
8. **LOCAL GOVERNMENT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006, AND THE FREEDOM OF INFORMATION ACT 2000**

The Chairman to move that the Press and public be excluded during consideration of the item of business listed below as it is likely in view of the nature of the business to be transacted or the nature of the proceedings that if members of the Press and public

were present there would be disclosure to them of exempt information.

**Items of Business**

**Schedule 12A Description**

9. **LONDON EFFICIENCY CHALLENGE  
FEEDBACK** (Pages 35 - 62)

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

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