



BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

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DATE: 29 June 2010

To: Members of the
IMPROVEMENT AND EFFICIENCY SUB-COMMITTEE

Councillor Neil Reddin (Chairman)
Councillor Nicholas Bennett J.P. (Vice-Chairman)
Councillors Graham Arthur, Eric Bosshard, Stephen Carr, Judi Ellis, Robert Evans,
Russell Jackson, Russell Mellor and Tony Owen

A meeting of the Improvement and Efficiency Sub-Committee will be held at Bromley Civic Centre on **THURSDAY 8 JULY 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
www.bromley.gov.uk/meetings

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 2nd July and to respond.
 - 4 **MINUTES OF THE MEETING HELD ON 1ST JUNE 2010** (Pages 3 - 8)
 - 5 **MATTERS ARISING FROM PREVIOUS MEETINGS** (Pages 9 - 14)
 - 6 **ORGANISATIONAL IMPROVEMENT PROGRAMME UPDATE** (Pages 15 - 26)
 - 7 **CUSTOMER INSIGHT PRESENTATION**
 - 8 **THE PHILOSOPHY OF EFFICIENCY (DISCUSSION)**
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