



BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

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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 **WEDNESDAY 20 APRIL 2011 AT 7.30 PM**

MARK BOWEN
Director of Resources

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 Thursday 14th April and to respond.
- 4 MINUTES OF THE MEETING HELD ON 19 JANUARY 2011 (Pages 3 - 8)
- 5 MATTERS ARISING FROM PREVIOUS MEETINGS (Pages 9 - 12)
- 6 ENERGY REDUCTION AND RENEWABLE ENERGY (Pages 13 - 30)
- 7 ORGANISATIONAL IMPROVEMENT PROGRAMME UPDATE (Pages 31 - 44)
- 8 PROJECT TRACKING (PRESENTATION)
- 9 CORPORATE WEB UPGRADE (PRESENTATION)
- 10 CUSTOMER CONTACT (PRESENTATION)

- 11 REVISED CORPORATE OPERATING PRINCIPLES (Pages 45 - 64)**
 - 12 ALIGNING POLICY AND FINANCE FRAMEWORK (Pages 65 - 72)**
 - 13 IDEAS ALOUD LIVE FOLLOW UP (Pages 73 - 82)**
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