

Central Bedfordshire
Council
Priory House
Monks Walk
Chicksands,
Shefford SG17 5TQ



please ask for Leslie Manning
direct line 0300 300 5132
date 30 September 2010

NOTICE OF MEETING

CUSTOMER AND CENTRAL SERVICES OVERVIEW & SCRUTINY COMMITTEE

Date & Time

Monday, 11 October 2010 10.00 a.m.

Venue at

Room 14, Priory House, Monks Walk, Shefford

Richard Carr
Chief Executive

To: The Chairman and Members of the CUSTOMER AND CENTRAL SERVICES OVERVIEW & SCRUTINY COMMITTEE:

Cllrs J G Jamieson (Chairman), D J Hopkin (Vice-Chairman), J A E Clarke, P A Duckett, A Fahn, M Gibson, R W Johnstone, D Jones and Ms J Nunn

[Named Substitutes:

Cllrs: A R Bastable, L Birt, A D Brown, P Snelling and J N Young]

All other Members of the Council - on request

**MEMBERS OF THE PRESS AND PUBLIC ARE WELCOME TO ATTEND THIS
MEETING**

AGENDA

1. **APOLOGIES FOR ABSENCE**

To receive apologies for absence and notification of substitute Members.

2. **MINUTES**

To approve as a correct record the Minutes of the meeting of the Customer and Central Services Overview and Scrutiny Committee held on 6 September 2010 (previously circulated).

3. **MEMBERS' INTERESTS**

To receive from Members declarations and the nature thereof in relation to:-

- (a) Personal Interests in any agenda item.
- (b) Personal and prejudicial Interests in any agenda item.
- (c) Any political whip in relation to any agenda item.

4. **CHAIRMAN'S ANNOUNCEMENTS AND COMMUNICATIONS**

To receive any announcements from the Chairman and any matters of communication.

5. **PETITIONS**

To receive petitions from members of the public in accordance with the Public Participation Procedure as set out in Annex 2 of Part A4 of the Constitution.

6. **QUESTIONS, STATEMENTS OR DEPUTATIONS**

To receive any questions, statements or deputations from members of the public in accordance with the Public Participation Procedure as set out in Annex 1 of Part A4 of the Constitution.

7. **CALL-IN**

To consider any decision of the Executive referred to this Committee for review in accordance with Procedure Rule 10 of Part D2 of the Constitution.

8. **REQUESTED ITEMS**

To consider any items referred to the Committee at the request of a Member under Procedure Rule 3.1 of Part D2 of the Constitution.

Reports

Item	Subject	Page Nos.
9	<p>Portfolio Holders' Updates</p> <p>To receive brief verbal updates from the Portfolio Holders for Policy and Performance, Finance, Governance and People and Customers, Systems and Assets.</p>	
10	<p>Q1 Performance Report</p> <p>To consider the Quarter 1 performance for the Customer and Shared Services Directorate and Corporate Health Indicators.</p>	* 5 - 12
11	<p>Budget Process Task Force: Recommendations Regarding the Management of Capital Projects</p> <p>To consider the recommendations arising from the Budget Process Task Force's recent review of the Council's management of capital projects.</p>	* 13 - 22
12	<p>2010/11 Efficiencies Update</p> <p>To consider an update on the progress made against the Council's 2010/11 efficiencies target.</p>	* 23 - 28
13	<p>Shared Services</p> <p>To consider work relating to the provision of the former Bedfordshire County Council services that are provided on a shared basis between Central Bedfordshire Council and Bedford Borough Council.</p> <p>(Note: Appendix 1 of this report is to follow)</p>	* 29 - 34
14	<p>Customer Relations Quarterly Monitoring</p> <p>To receive a presentation relating to the number and type of complaints received by the Council in Q4 of 2009/10 and Q1 of 2010/11.</p>	
15	<p>Work Programme 2010-2011 & Executive Forward Plan</p> <p>To consider the Committee's current work programme and the latest Executive Forward Plan.</p>	+ To Follow