

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



**please ask for** Bernard Carter

**direct line** 0300 300 4175

**date** 14 July 2011

## **NOTICE OF MEETING**

### **CUSTOMER AND CENTRAL SERVICES OVERVIEW & SCRUTINY COMMITTEE**

Date & Time

**Monday, 25 July 2011 10.00 a.m.**

Venue at

**Room 15, Priory House, Monks Walk, Shefford**

Richard Carr  
**Chief Executive**

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

Cllrs P A Duckett (Chairman), I Dalgarno (Vice-Chairman), A D Brown, J A E Clarke, Mrs R J Drinkwater, Dr R Egan, R W Johnstone, J Murray and Miss A Sparrow

[Named Substitutes:

L Birt, Mrs C F Chapman MBE, K Janes, D Jones, J A G Saunders and I Shingler]

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**

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 14 June 2011 and to note actions taken since that meeting.

3. **Members' Interests**

To receive from Members any 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 10.10 of Part D2.

## 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.

<b>Reports</b>
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<b>Item</b>	<b>Subject</b>	<b>Page Nos.</b>
9	<b>Executive Member Update</b>  To receive a brief verbal update from the Deputy Leader and Executive Member for Corporate Services.	*
10	<b>Quarter 4 Performance Monitoring 2010/11</b>  To consider performance monitoring information for the last quarter of 2010/11	* 11 - 18
11	<b>Quarter 4 Corporate Budget Monitoring Report 2010/11</b>  To consider corporate budget monitoring information for the last quarter of 2010/11.	* 19 - 62
12	<b>Quarter 4 Office of the Chief Executive Budget Monitoring Report 2010/11</b>  To consider Office of the Chief Executive budget monitoring information for the last quarter of 2010/11.	* 63 - 78
13	<b>Quarter 4 Customer and Shared Services Budget Monitoring Report 2010/11</b>  To consider Customer & Shared Services Directorate budget monitoring information for the last quarter of 2010/11.	* 79 - 100
14	<b>Community Engagement Strategy</b>  To receive and consider a refreshed Community Engagement Strategy.	* 101 - 132
15	<b>2012/13 Budget Process &amp; Timetable</b>  To receive a presentation outlining the process and timetable for budget setting 2012/13.	*
16	<b>Sickness Absence Management</b>  To receive a presentation regarding the Council's	*

approach to managing sickness absence

- 17 **Work Programme 2011 - 2012 & Executive Forward Plan** \* 133 - 152

The report provides Members with details of the currently drafted Committee work programme and the latest Executive Forward Plan.