

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



please ask for Bernard Carter

direct line 0300 300 4175

date 25 August 2011

NOTICE OF MEETING

CUSTOMER AND CENTRAL SERVICES OVERVIEW & SCRUTINY COMMITTEE

Date & Time

Monday, 5 September 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), Miss A Sparrow (Vice-Chairman), L Birt, J A E Clarke, Mrs R J Drinkwater, Dr R Egan, R W Johnstone, J Murray and Mrs M Mustoe

[Named Substitutes:

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 & Central Services Overview and Scrutiny Committee held on 25 July 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.

Reports

Item	Subject	Page Nos.
9	<p>Executive Member Update</p> <p>To receive a brief verbal update from the Deputy Leader and Executive Member for Corporate Resources.</p>	*
10	<p>Recovery Programme for Customer & Shared Services Directorate</p> <p>To receive a presentation regarding the recovery programme of the Customer & Shared Services Directorate and its progress to date.</p>	*
11	<p>Customer Services Strategy</p> <p>To receive a presentation regarding the Council's draft Customer Services Strategy.</p>	*
12	<p>Q1 Budget Monitoring Report 2011/12</p> <p>To consider corporate budget and treasury management monitoring information for the first quarter of 2011/12, together with specific information for the Office of the Chief Executive and the Customer & Shared Services Directorate.</p>	* 19 - 70
13	<p>Shared Services</p> <p>To receive and consider a report outlining management progress in complying with Internal Audit's recommendations regarding the Council's Shared Services with Bedford Borough Council.</p>	+ To follow
14	<p>Work Programme 2011 - 2012 & Executive Forward Plan</p> <p>The report provides Members with details of the currently drafted Committee work programme and the latest Executive Forward Plan.</p>	* 71 - 92