

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



**please ask for** Bernard Carter  
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**date** 6 October 2011

## NOTICE OF MEETING

### CUSTOMER AND CENTRAL SERVICES OVERVIEW & SCRUTINY COMMITTEE

Date & Time

**Monday, 17 October 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 and Central Services Overview and Scrutiny Committee held on 5 September 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 Resources.	*
10	<b>Quarter 1 Performance Report</b>  To consider Q1 performance 2011/12 for the Corporate Health indicators recorded by Corporate Services (Resources and People & Organisation).	* 11 - 20
11	<b>Base Budget 2012/13 Review</b>  To consider the Council's Base Budget review for 2012/13.	* To Follow
12	<b>Channel Shift</b>  To consider a further presentation outlining proposals to progress "Central Direct" channel shift.	*
13	<b>IT Stabilisation Programme</b>  To consider a presentation regarding the IT Stabilisation Programme.	*
14	<b>ICS (Integrated Children's Services) System</b>  To consider a presentation regarding the ICS project.	*
15	<b>Asset Disposal Programme 2012/13</b>  To receive details of the Council's top 10 assets for planned disposal in 2012/13 together with background information relating to the Council's asset disposal protocol.	* To Follow
16	<b>Shared Services</b>  To consider a report outlining management progress in complying with Internal Audit's recommendations regarding the Council's Shared Services.	* To Follow
17	<b>Work Programme 2011 - 2012 &amp; Executive Forward Plan</b>  The report provides Members with details of the currently drafted Committee work programme and the latest Executive Forward Plan.	* 21 - 42