

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



please ask for Bernard Carter

direct line 0300 300 4175

date 4 April 2012

NOTICE OF MEETING

CUSTOMER AND CENTRAL SERVICES OVERVIEW & SCRUTINY COMMITTEE

Date & Time

Monday, 16 April 2012 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 27 February 2012 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	Executive Member Update To receive a brief verbal update from the Deputy Leader & Executive Member for Corporate Resources.	*
10	Medium Term Plan Consultation To consider the Council's draft Medium Term Plan.	* 11 - 28
11	Your Space 2 To receive a presentation regarding the plan for the Your Space 2 (previously called Medium Term Accommodation Plan) asset rationalisation programme.	*
12	Customer First To receive a presentation regarding the progress made towards implementation of the Customer First programme.	*
13	Quarter 3 Budget Monitoring (Revenue) To consider corporate revenue budget monitoring information for the 3rd quarter of 2011/12.	* 29 - 52
14	Quarter 3 Budget Monitoring (Capital) To consider corporate capital budget monitoring information for the 3rd quarter of 2011/12.	* 53 - 66
15	Quarter 3 Corporate Services Budget Monitoring (Revenue) To consider revenue budget monitoring for the 3 rd quarter of 2011/12 for Corporate Services (Resources and People & Organisation).	* 67 - 88
16	Quarter 3 Corporate Services Budget Monitoring (Capital) To consider capital budget monitoring for the 3 rd quarter of 2011/12 for Corporate Services (Resources and People & Organisation).	* 89 - 96
17	Quarter 3 Performance Monitoring To consider performance monitoring information for the 3rd quarter of 2011/12.	* 97 - 104

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