

Business Transformation Overview and Scrutiny Committee

Work Programme by Committee Date

Ref	Committee Date	Report Title	Issue Description	Comments
1	3 September 2009	Customer Services Strategy	Task Force established by BT OSC at its first meeting to review this strategy and report back findings prior to Executive consideration on 15 th September.	
2		Total Place	To receive a briefing on the Total Place pilot between Central Bedfordshire and Luton Borough Councils	
3		Web Development	To receive a briefing on proposals to develop the Central Bedfordshire website	
4	28 September 2009	Business Transformation Strategy	Task Force established by BT OSC at its first meeting to review this strategy and report back findings prior to Executive consideration on 13 th October.	
5		Community Engagement Strategy	Task Force established by BT OSC at its first meeting to review this strategy and report back findings prior to Executive consideration on 13 th October.	
6		Performance Report Q1	To receive & consider a report outlining the performance of key indicators within the directorate for the period Apr to Jun 09	
7	26 October 2009	SCHH Directorate Presentation	To receive a presentation outlining the key	

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			issues, challenges and tasks facing the directorate in delivering the Council's transformation agenda, and how the directorates are working in partnership to effect that delivery.	
8	23 November 2009	CR Directorate Presentation	To receive a presentation outlining the key issues, challenges and tasks facing the directorate in delivering the Council's transformation agenda, and how the directorates are working in partnership to effect that delivery.	
9		Performance Report Q2	To receive & consider a report outlining the performance of key indicators within the directorate for the period Apr to Sept 09	
10	21 December 2009	CFL Directorate Presentation	To receive a presentation outlining the key issues, challenges and tasks facing the directorate in delivering the Council's transformation agenda, and how the directorates are working in partnership to effect that delivery.	
11	25 January 2010	SC Directorate Presentation	To receive a presentation outlining the key issues, challenges and tasks facing the directorate in delivering the Council's transformation agenda, and how the directorates are working in partnership to effect that delivery.	
12	22 February 2010	Performance Report Q3	To receive & consider a report outlining the performance of key indicators within the	

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			directorate for the period Apr to Dec 09	
13	22 March 2010			
14	19 April 2010			
15	17 May 2010	Performance Report Q4	To receive & consider a report outlining the performance of key indicators within the directorate for the period Apr 09 to Mar 10	

Other Topics of Interest/Potential Review

1.	Freedom of Information/Data Protection Requests & Customer Complaints – Regular submission of data to identify issues/trends that may require further investigation.
2.	Customer Relationship Management (CRM)/Customer Services – the whole issue of capturing customer information & using it effectively to ensure efficient customer interface & service ie the customer need only tell us something once.
3.	Policy on Consultations
4.	LAA Indicators – who decides & why, and how this links into government incentives.
5.	Business Transformation Member Champions – their role and relationship with the BT OSC
6.	Business Transformation Portfolio Plan – scrutiny thereof.
7.	Transport Review

Executive Dates (for information)

15 Sept, 13 Oct, 10 Nov, 8 Dec, 12 Jan, 9 Feb, 9 Mar, 6 Apr, 4 May