

Business Transformation Overview and Scrutiny Committee

Work Programme by Committee Date

Ref	Committee Date	Report Title	Issue Description	Comments
1	28 September 2009	Community Engagement Strategy	To review this strategy prior to Executive consideration on 13 th October.	
2		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 13 th October.	
3		Performance Report Q1	To receive & consider a report outlining the performance of key indicators within the directorate for the period Apr to Jun 09	
4	26 October 2009			
5	23 November 2009	Performance Report Q2	To receive & consider a report outlining the performance of key indicators within the directorate for the period Apr to Sept 09.	
6	21 December 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 12 th January.	
7	25 January 2010			
8	22 February 2010	Performance Report Q3	To receive & consider a report outlining the performance of key indicators within the	

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9		Total Place	<p>directorate for the period Apr to Dec 09.</p> <p>To receive a presentation regarding the outcomes flowing from the Total Place pilot.</p>	
10	22 March 2010	Web Development	To receive the findings, conclusions and recommendations of the Web Development Task Force established by the Committee at its meeting on 3 September 09.	
11	19 April 2010			
12	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)

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