

## Work Programme for Customer & Central Services Overview & Scrutiny Committee 2010 – 2011

Ref	Indicative OSC Meeting Date	Report Title	Issue to be considered	Comment
1.	17 <sup>th</sup> May 2010 (Reserve)	Budget Setting Process Task Force – Review Outcomes	To receive and consider the Task Force's final report reviewing the Budget Setting Process for 2009/ 2010	
2.		Budget Process 2011 / 2012	To receive and consider a report proposing the budget process and timetable for the formulation of the 2011/12 to 2015/16 Medium Term Financial Strategy	
3.	21 <sup>st</sup> June 2010	Portfolio Holder Update	To receive a brief verbal update from the Portfolio Holder for Finance, Governance & People.	
4.		ICT Infrastructure Review	To provide Members with an overview of the ICT infrastructure review.	
5.		Remodelling of Customer Services	To receive and consider the individual business cases of the 4 key programmes of activity in relation to the remodelling of customer services	

6.		Asset Disposal Strategy	To receive and consider the Council's draft Asset Disposal Strategy prior to receipt by the Executive.	
7.		Procurement & Commissioning Strategy	To receive a verbal update regarding progress made in implementing the Council's new Procurement & Commissioning Strategy and related category reviews.	
8.		Policy on Third Sector Funding	To receive a verbal update regarding the progress made towards formulating a policy for third sector funding.	
9.	26 <sup>th</sup> July 2010 (Reserve)	Quarter 4 Budget Information	To receive budget monitoring information for the final quarter of 2009/10.	
10.		Proposals for Property Services	To receive and consider officer proposals for the Council's Property Services function.	
11.		ICT Strategy	To receive and consider the Council's draft ICT Strategy prior to receipt by the Executive.	
12.		Budget Setting Process Task Force	To receive and consider the Portfolio Holder's response to the Task Force's recommendations, which were submitted to the Executive on 8 June 2010.	
13.		Capital Programme	To receive a verbal update regarding progress made in developing a revised methodology for managing the Council's capital programme, from approval of schemes, through to project initiation and monitoring.	

14.	6 <sup>th</sup> September 2010	Quarter 1 Budget Monitoring	To receive budget monitoring information for the first quarter of 20010/11.	
15.		People Strategy	As agreed at the Corporate Resources OSC meeting of 1 March, to receive and consider the underpinning action plans supporting implementation of the Council's People Strategy	
16.		Medium Term Accommodation Strategy	To receive a verbal update on progress made towards developing a medium term accommodation strategy and timetable.	
17.	11 <sup>th</sup> October 2010 (Reserve)	Customer Relations Quarterly Monitoring Report	To receive and consider statistics relating to the number and type of complaints received by the Council in Q4 of 2009/10 and Q1 of 2010/11.	
18.		Quarter 1 Performance Monitoring	To receive performance monitoring information for the first quarter of 20010/11.	
19.		Review of Revenues & Benefits Performance	To receive and consider a report reviewing the performance of the revenues and benefits service.	
20.		Shared Services	To reconsider the issue of shared services in light of initial Task Force work, Audit Commission review and the Council's current progress in managing and monitoring the performance of these services.	

21.	15 <sup>th</sup> November 2010	Draft Budget 2011/12	To receive and consider budget proposals for 2011/12	
22.		Quarter 2 Budget Monitoring	To receive budget monitoring information for the second quarter of 20010/11	
23.		Quarter 2 Performance Monitoring	To receive performance monitoring information for the second quarter of 20010/11	
24.	13 <sup>th</sup> December 2010 (Reserve)	Community Engagement Strategy	To receive and consider a progress report regarding implementation of the action plans contained within the Council's Community Engagement Strategy approved by the Executive in June 2010.	
25.	17 <sup>th</sup> January 2011			
26.	21 <sup>st</sup> February 2011 (Reserve)	Quarter 3 Budget Monitoring	To receive budget monitoring information for the third quarter of 20010/11.	
27.		Quarter 3 Performance Monitoring	To receive performance monitoring information for the third quarter of 20010/11	
28.	21 <sup>st</sup> March 2011			