

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

Ref	Indicative OSC Meeting Date	Report Title	Issue to be considered	Comment
1.	26 <sup>th</sup> July 2010 (Reserve)	Portfolio Holders' Updates	To receive a brief verbal update from respective Portfolio Holders.	
2.		Quarter 4 Budget Information	To receive budget monitoring information for the final quarter of 2009/10.	
3.		Property Services	To discuss very early options regarding proposals for the Council's Property Services function.	
4.		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.	
5.		Policy on Third Sector Funding	To address any issues arising from circulation of a briefing paper covering the progress made towards formulating a policy for third sector funding.	

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6.	6 <sup>th</sup> September 2010	Portfolio Holders' Updates	To receive a brief verbal update from respective Portfolio Holders.	
7.		Quarter 1 Budget Monitoring	To receive budget monitoring information for the first quarter of 2010/11.	
8.		Treasury Management	To receive and consider the quarterly Treasury Management report, production of which is a requirement of the Council's Treasury Management Strategy.	
9.		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.	
10.		ICT Strategy	To receive and consider the Council's draft ICT Strategy prior to receipt by the Executive.	
11.		Medium Term Accommodation Strategy	To receive a verbal update on progress made towards developing a medium term accommodation strategy and timetable.	
12.	11 <sup>th</sup> October 2010 (Reserve)	Portfolio Holders' Updates	To receive a brief verbal update from respective Portfolio Holders.	
13.		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.	

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14.		Quarter 1 Performance Monitoring	To receive performance monitoring information for the first quarter of 20010/11.	
15.		Review of Revenues & Benefits Performance	To receive and consider a report reviewing the performance of the revenues and benefits service.	
16.		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.	
17.	15 <sup>th</sup> November 2010	Portfolio Holders' Updates	To receive a brief verbal update from respective Portfolio Holders.	
18.		Draft Budget 2011/12	To receive and consider budget proposals for 2011/12	
19.		Quarter 2 Budget Monitoring	To receive budget monitoring information for the second quarter of 20010/11	
20.	13 <sup>th</sup> December 2010 (Reserve)	Portfolio Holders' Updates	To receive a brief verbal update from respective Portfolio Holders.	
21.		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.	

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22.		Quarter 2 Performance Monitoring	To receive performance monitoring information for the second quarter of 20010/11	
23.	17 <sup>th</sup> January 2011	Portfolio Holders' Updates	To receive a brief verbal update from respective Portfolio Holders.	
24.	21 <sup>st</sup> February 2011 (Reserve)	Portfolio Holders' Updates	To receive a brief verbal update from respective Portfolio Holders.	
25.		Quarter 3 Budget Monitoring	To receive budget monitoring information for the third quarter of 20010/11.	
26.	21 <sup>st</sup> March 2011	Portfolio Holders' Updates	To receive a brief verbal update from respective Portfolio Holders.	
27.		ICT Review	To discuss & consider options regarding a wide ranging review of the Council's ICT requirements	
28.		Quarter 3 Performance Monitoring	To receive performance monitoring information for the third quarter of 20010/11	