

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

Ref	Indicative OSC Meeting Date	Report Title	Issue to be considered	Comment
1.	11 <sup>th</sup> October 2010 (R)	Portfolio Holders' Updates	To receive a brief verbal update from respective Portfolio Holders.	
2.		Quarter 1 Performance Monitoring	To consider performance monitoring information for the first quarter of 2010/11.	
3.		Budget Task Force	To consider the report of the Budget Task Force relating to capital budgeting.	
4.		Efficiencies Programme	To consider a brief status update regarding the Council's Efficiencies Programme.	
5.		Shared Services	To reconsider the issue of shared services in light of the Audit Commission's review and the Council's current progress in managing and monitoring the performance of these services (Members will recall a Task Force was created to review shared services earlier in the year but was held in abeyance pending the Audit Commission's findings and the Council's response to them).	
6.		Customer Relations Quarterly Monitoring Presentation	To consider a presentation relating to the number & type of complaints received by the Council in Q4 of 2009/10 and Q1 of 2010/11.	

Ref	Indicative OSC Meeting Date	Report Title	Issue to be considered	Comment
7.	15 <sup>th</sup> November 2010	Portfolio Holders' Updates	To receive a brief verbal update from respective Portfolio Holders.	
8.		Capital Programme Review	To consider an Executive report regarding a review of the Council's Capital Programme.	
9.		Budget Task Force	To consider a response from the PFH to the Budget Task Force's recommendations regarding capital budgeting.	
10.		Property Portfolio Position Statement	To consider a position statement on the Council's property portfolio and how we most effectively manage it to maximise income.	
11.		Your Space	To consider a post implementation review of the Your Space programme and next steps.	
12.	13 <sup>th</sup> December 2010 (Reserve)	Portfolio Holders' Updates	To receive a brief verbal update from respective Portfolio Holders.	
13.		Base Budget 2011/12	To consider budget proposals for 2011/12	
14.		Quarter 2 Budget Monitoring	To consider budget monitoring information for the second quarter of 2010/11	
15.		Quarter 2 Performance Monitoring	To consider performance monitoring information for the second quarter of 2010/11	

Ref	Indicative OSC Meeting Date	Report Title	Issue to be considered	Comment
16.	17 <sup>th</sup> January 2011	Portfolio Holders' Updates	To receive a brief verbal update from respective Portfolio Holders.	
17.		Draft Budget 2011/12	To consider budget proposals for 2011/12	
18.	21 <sup>st</sup> February 2011 (Reserve)	Portfolio Holders' Updates	To receive a brief verbal update from respective Portfolio Holders.	
19.		Quarter 3 Budget Monitoring	To consider budget monitoring information for the third quarter of 20010/11.	
20.	21 <sup>st</sup> March 2011	Portfolio Holders' Updates	To receive a brief verbal update from respective Portfolio Holders.	
21.		ICT Review	To consider options regarding a wide ranging review of the Council's ICT requirements	
22.		Quarter 3 Performance Monitoring	To consider performance monitoring information for the third quarter of 20010/11	
<b>Other Items to be Considered – Date to be Determined</b>				
23.	tba	Medium Term Accommodation Strategy	To consider the Council's draft medium term accommodation strategy and timetable.	
24.	tba	ICT Strategy	To consider the Council's draft ICT Strategy prior to receipt by the Executive.	

Ref	Indicative OSC Meeting Date	Report Title	Issue to be considered	Comment
25.	tba	Property Function Restructure	To consider proposals regarding a restructure of the Council's Property function.	
26.	tba	People Strategy	As agreed at the Corporate Resources OSC meeting of 1 March, to consider the underpinning action plans supporting implementation of the Council's People Strategy.	
27.	tba	Treasury Management Strategy	To consider the Council's Treasury Management Strategy prior to Executive consideration.	
28.	tba	Community Engagement Strategy	To 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.	
29.	tba	Revenues & Benefits Inspection	To consider the outcomes flowing from an external inspection of the Council's Revenues & Benefits service.	