

Work Programme for Customer & Central Services Overview & Scrutiny Committee 2011 – 2012

Ref	Indicative OSC Meeting Date	Report Title	Issue to be considered	Comment
1.	14 June 2011	Executive Member Update Community Engagement Update Treasury Management	To receive a brief verbal update from the relevant Executive Member. To receive a report regarding current work refreshing the Community Engagement Strategy and how it links into the localism agenda. To consider the Annual Treasury Management report for 2010/11	
2.	25 July 2011	Executive Member Update Recovery Programme for Customer & Shared Services Directorate Pensions	To receive a brief verbal update from the relevant Executive Member. To consider the full recovery programme of the Customer & Shared Services Directorate and its progress to date. To receive and consider a report regarding the Local Government Pension Fund and Council options	

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		<p>Quarter 4 Performance Monitoring</p> <p>Quarter 4 Budget Monitoring</p> <p>2012/13 Budget Process & Timetable</p> <p>Sickness Absence Management</p>	<p>To consider performance monitoring information for the last quarter of 20010/11</p> <p>To consider corporate budget monitoring information for the last quarter of 20010/11, together with specific budget monitoring information for the Office of the Chief Executive and the Customer & Shared Services Directorate.</p> <p>To receive and consider details of the 2012/13 budget process and timetable</p> <p>To receive a presentation regarding the Council's approach to managing sickness absence</p>	
3.	5 September 2011	Executive Member Update	To receive a brief verbal update from the relevant Executive Member.	
4.	17 October 2011	<p>Executive Member Update</p> <p>Quarter 1 Budget Monitoring</p>	<p>To receive a brief verbal update from the relevant Executive Member.</p> <p>To consider corporate budget monitoring information for the first quarter of 20011/12, together with specific budget monitoring information for the Office of the Chief Executive and the Customer & Shared Services Directorate.</p>	

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		Quarter 1 Performance Monitoring	To consider performance monitoring information for the first quarter of 20011/12	
5.	28 November 2011	Executive Member Update	To receive a brief verbal update from the relevant Executive Member.	
6.	19 December 2011	Executive Member Update	To receive a brief verbal update from the relevant Executive Member.	
7.	16 January 2012	Executive Member Update	To receive a brief verbal update from the relevant Executive Member.	
		Quarter 2 Budget Monitoring	To consider corporate budget monitoring information for the second quarter of 20011/12, together with specific budget monitoring information for the Office of the Chief Executive and the Customer & Shared Services Directorate.	
		Quarter 2 Performance Monitoring	To consider performance monitoring information for the second quarter of 20011/12	
8.	27 February 2012	Executive Member Update	To receive a brief verbal update from the relevant Executive Member.	
9.	16 April 2012	Executive Member Update	To receive a brief verbal update from the relevant Executive Member.	

Ref	Indicative OSC Meeting Date	Report Title	Issue to be considered	Comment
		Quarter 3 Budget Monitoring	To consider corporate budget monitoring information for the third quarter of 20011/12, together with specific budget monitoring information for the Office of the Chief Executive and the Customer & Shared Services Directorate.	
		Quarter 3 Performance Monitoring	To consider performance monitoring information for the third quarter of 20011/12	
10.	21 May 2012	Executive Member Update	To receive a brief verbal update from the relevant Executive Member.	
Other Items to be Considered – Date to be Determined				
11.		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.	
12.		Shared Services	To receive and consider the final report of the Shared Services Task Force	
13.		Medium Term Accommodation Strategy	To receive a report on progress with the Medium Term Accommodation Strategy	

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14.		Corporate Asset Management Plan	To consider the Council's Corporate Asset Management Plan	
15.		Fees & Charges	To review fees & charges to ensure wherever possible full cost recovery	
16.		Customer Services	Update on the progress of transferring back office functions to Customer Services	
17.		IT Time Recording	Update on the Council's IT time recording project	