

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

Ref	Indicative OSC Meeting Date	Report Title	Issue to be considered	Comment
1.	25 July 2011	<p>Executive Member Update</p> <p>Quarter 4 Performance Monitoring</p> <p>Quarter 4 Budget Monitoring</p> <p>Community Engagement Strategy</p> <p>2012/13 Budget Process &amp; Timetable</p> <p>Sickness Absence Management</p>	<p>To receive a brief verbal update from the relevant Executive Member.</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 information for the Office of the Chief Executive and the Customer &amp; Shared Services Directorate.</p> <p>To receive and consider a refreshed Community Engagement Strategy.</p> <p>To receive a report outlining the process and timetable for budget setting 2012/13.</p> <p>To receive a presentation regarding the Council's approach to managing sickness absence</p>	

Ref	Indicative OSC Meeting Date	Report Title	Issue to be considered	Comment
2.	5 September 2011	<p>Executive Member Update</p> <p>Recovery Programme for Customer &amp; Shared Services Directorate</p> <p>Asset Disposal Programme 2012/13</p> <p>Shared Services</p>	<p>To receive a brief verbal update from the relevant Executive Member.</p> <p>To consider the full recovery programme of the Customer &amp; Shared Services Directorate and its progress to date.</p> <p>To receive details of the Council's disposal programme for 2012/13 together with background information relating to the Council's asset disposal protocol.</p> <p>To receive and consider a report outlining management progress in complying with Internal Audit's recommendations regarding the Council's Shared Services with Bedford Borough Council.</p>	
3.	17 October 2011	<p>Executive Member Update</p> <p>Quarter 1 Revenue Budget Monitoring</p>	<p>To receive a brief verbal update from the relevant Executive Member.</p> <p>To consider corporate revenue budget and treasury management monitoring information for the first quarter of 2011/12, together with specific information for the Office of the Chief Executive and the Customer &amp; Shared Services Directorate.</p>	

Ref	Indicative OSC Meeting Date	Report Title	Issue to be considered	Comment
		<p>Quarter 1 Capital Budget Monitoring</p> <p>Quarter 1 Performance Monitoring</p>	<p>To consider corporate capital budget monitoring information for the first quarter of 2011/12, together with specific information for the Office of the Chief Executive and the Customer &amp; Shared Services Directorate.</p> <p>To consider performance monitoring information for the first quarter of 2011/12</p>	
4.	28 November 2011	Executive Member Update	To receive a brief verbal update from the relevant Executive Member.	
5.	19 December 2011	Executive Member Update	To receive a brief verbal update from the relevant Executive Member.	
6.	16 January 2012	<p>Executive Member Update</p> <p>Quarter 2 Revenue Budget Monitoring</p>	<p>To receive a brief verbal update from the relevant Executive Member.</p> <p>To consider corporate revenue budget and treasury management monitoring information for the second quarter of 2011/12, together with specific information for the Office of the Chief Executive and the Customer &amp; Shared Services Directorate.</p>	

Ref	Indicative OSC Meeting Date	Report Title	Issue to be considered	Comment
		<p>Quarter 2 Capital Budget Monitoring</p> <p>Quarter 2 Performance Monitoring</p>	<p>To consider corporate capital budget monitoring information for the second quarter of 20011/12, together with specific information for the Office of the Chief Executive and the Customer &amp; Shared Services Directorate.</p> <p>To consider performance monitoring information for the second quarter of 20011/12</p>	
7.	27 February 2012	Executive Member Update	To receive a brief verbal update from the relevant Executive Member.	
8.	16 April 2012	<p>Executive Member Update</p> <p>Quarter 3 Revenue Budget Monitoring</p> <p>Quarter 3 Capital Budget Monitoring</p>	<p>To receive a brief verbal update from the relevant Executive Member.</p> <p>To consider corporate revenue budget and treasury management monitoring information for the third quarter of 20011/12, together with specific information for the Office of the Chief Executive and the Customer &amp; Shared Services Directorate.</p> <p>To consider corporate capital budget monitoring information for the third quarter of 20011/12, together with specific information for the Office of the Chief Executive and the Customer &amp; Shared Services Directorate.</p>	

Ref	Indicative OSC Meeting Date	Report Title	Issue to be considered	Comment
		Quarter 3 Performance Monitoring	To consider performance monitoring information for the third quarter of 20011/12	
9.	21 May 2012	Executive Member Update	To receive a brief verbal update from the relevant Executive Member.	
<b>Other Items to be Considered – Date to be Determined</b>				
10.		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.	
11.		Medium Term Accommodation Strategy	To receive a report on progress with the Medium Term Accommodation Strategy	
12.		Corporate Asset Management Plan	To consider the Council's Corporate Asset Management Plan	
13.		Customer Services	Update on the progress of transferring back office functions to Customer Services	