# Scrutiny Board (Resources and Council Services) Work Schedule for 2011/2012 Municipal Year

| Area of Review | Schedule of meetings/visits during 2011/12 | | |
| --- | --- | --- | --- |
| | **June** | **July** | **August** |
| **Contact Centre Working Group (missed bins)** | Consider potential scope of review | | Site visit Knowsthorpe depot 5th August for working group members |
| **Budget Monitoring** | | Receive Outturn report -SB | |
| **ICT** | | | Site visit – Apex house 2nd August – all members invited |
| **Customer Care** | Consider potential scope of review | Receive presentation on customer access strategy -SB | |
| **Officer registration of interests** | | | |
| **Vehicle maintenance** | | | |
| **Cost of Publications** | | | |
| **Discussion with Leader of Council** | Leader of Council -SB | | |
| **Budget & Policy Framework Plans** | | | |
| **Recommendation Tracking** | | | |
| **Performance Monitoring** | | | |

Key:  SB  – Scrutiny Board (Resources and Council Services) Meeting          WG – Working Group Meeting

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| --- | --- | --- | --- |
| | **September** | **October** | **November** |
| **Contact Centre Working Group (missed bins)** | | | |
| **Budget Monitoring** | Financial report - SB | | |
| **ICT** | Consider external review of ICT -SB | Update on working group | |
| **Customer Care** | | | |
| **Officer registration of interests** | To receive and Consider request from former City Development Scrutiny Board - SB | Consider draft report | |
| **Vehicle maintenance** | | Present initial data/budgetary information | |
| **Cost of publications** | | | |
| **Discussion with Leader of Council** | | Leader of Council -SB | |
| **Budget & Policy Framework Plans** | | | Licensing Policy |
| **Recommendation Tracking** | | | |
| **Performance Monitoring** | | | |

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| --- | --- | --- | --- |
| | **December** | **January** | **February** |
| **Contact Centre Working Group (missed bins)** | Streetscene | | |
| **Budget Monitoring** | | | Update on month 9 |
| **ICT** | | | Discussion on Consultants report following CLT |
| **Customer Care** | | Customer Access Strategy | |
| **Officer registration of interests** | | Formal response to final Inquiry report | |
| **Vehicle maintenance** | | | |
| **Decision Making** | Working Group Following Call In | | |
| **Cost of publications** | | | |
| **Discussion with Leader of Council** | | Leader of Council -SB | |
| **Budget & Policy Framework Plans** | | Initial Budget Proposals - SB | |
| **Recommendation Tracking** | | | |
| **Performance Monitoring** | Council Business Plan -SB | | |

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|---|---|---|---|
| | **March** | **April** | **May** |
| **Contact Centre Working Group (missed bins)** | | | |
| **Budget Monitoring** | Financial Report-SB | | |
| **ICT** | | | |
| **Customer Care** | Waste Management Process review Project | | |
| **Officer registration of interests** | | | |
| **Vehicle maintenance** | | Update | |
| **Staff Appraisals and PDPs** | To consider the Councils approach to Personal Development Plans for staff and to discuss other HR issues | | |
| **Cost of publications** | | | |
| **Discussion with Leader of Council** | | Leader of Council (Asset management) | |
| **Budget & Policy Framework Plans** | | | |
| **Recommendation Tracking** | | | |
| **Performance Monitoring** | Council Budget Plan | | |

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