

Forward Plan

Policy and Performance

Inc: Performance Management, Customer Service, Value for Money

Date of Portfolio Holder Meeting	Agenda Item	Key	Purpose	Corporate Manager(s)	Responsible Officer(s)
20-Jul-10	Performance indicators full year report 2009 -2010				
	Service plan improvement milestones full year report 2009 - 2010		Discussion		
	Financial Performance full year report 2009-2010		Monitoring	Alex Colyer	Sally Smart
	Integrated Business Monitoring Report				
21-Sep-10	ICT Security Policy			Alex Colyer	Steve Rayment
16-Nov-10	Integrated Business Monitoring Report				
	Customer Satisfaction Survey Response (Nov 2010)				
	Draft Service Plans				
	Financial Monitoring				
18-Jan-11	Capital and Revenue Estimates				
15-Feb-11	Final Service Plans				
	Integrated Business Monitoring Report				
Unscheduled	National Indicators: The New Performance Framework for Local Authorities and Local Authority Partnerships			Paul Howes	Ian Salter
	Performance Improvement Strategy	Y	Monitoring	Paul Howes	