

Policy and Performance

Forward Plan

Portfolio Holder Meeting	Agenda Title	Key Purpose	Corporate Manager(s)	Responsible Officer(s)
16-Nov-10	Integrated Business Monitoring Report Q1-2	Monitoring	Paul Howes	
	Customer Satisfaction Survey Response (Nov 2010)	For decision	Paul Howes	
	ICT Security Policy	For decision	Alex Colyer	Steve Rayment
	Draft Service Plans 2010/11	For decision	Paul Howes	Paul Howes
	Service Improvements Q2 2010/11	Monitoring	Paul Howes	
	Financial Performance Q2 2010/11	Monitoring	Paul Howes	
	Performance Indicators Q2 2010/11	Monitoring	Paul Howes	
	Customer Services Performance - Q2 2010/11	Monitoring	Paul Howes	Rachael Fox
	Customer Service Excellence Update	Monitoring	Paul Howes	Rachael Fox
18-Jan-11	Capital and Revenue Estimates	Recommendation to Cabinet/Council	Paul Howes	
	Customer Service Excellence	Response to pre-assessment held beginning of December	Paul Howes	Rachael Fox
15-Feb-11	Integrated Business Monitoring Report Q3	Monitoring	Paul Howes	
	Service Improvements Q3 2010/11	Monitoring	Paul Howes	
	Financial Performance Q3 2010/11	Monitoring	Paul Howes	
	Performance Indicators Q3 2010/11	Monitoring	Paul Howes	
	Customer Service Performance - Q3 2010/11	Monitoring	Paul Howes	Rachael Fox
	Customer Service Excellence Update	Monitoring	Paul Howes	Rachael Fox
15-Mar-11	Final Service Plans 2011/12	For decision	Paul Howes	Paul Howes
17-May-11	Customer Service Performance - end of year report	Monitoring	Paul Howes	Rachael Fox
	Financial Performance full year report 2010-2011	Monitoring		
	Performance indicators full year report 2010 -2011	Monitoring		
	Customer Service Excellence – final report		Paul Howes	Rachael Fox
	Petition Scheme - annual report 2010/11	Monitoring	Alex Colyer	Holly Adams
	Service Improvements Q4 2010/11	Monitoring	Paul Howes	
Unscheduled	Performance Improvement Strategy	Y Monitoring	Paul Howes	