

Policy and Performance

Forward Plan

Portfolio Holder Meeting	Agenda Title	Key Purpose	Corporate Manager(s)	Responsible Officer(s)
15-Feb-11	Integrated Business Monitoring Report Q3	Monitoring	Paul Howes	Richard May
	Integrated Finance and Performance report – Q3	Monitoring	Paul Howes	Richard May, Sally Smart
	Customer Service Excellence Project: Timetable for full assessment	Decision	Paul Howes	Rachael Fox
	Customer Service Performance - Q3 2010/11	Monitoring	Paul Howes	Rachael Fox
15-Mar-11	Final Service Plans 2011/12	Y For decision	Paul Howes	Paul Howes
	Performance Improvement Strategy – Update on Action Plan	For information	Paul Howes	Richard May
	ICT Security Policy - Review	For decision	Alex Colyer	Steve Rayment
	ICT Strategy - Review	For decision	Alex Colyer	Steve Rayment
17-May-11	Customer Service Performance - end of year report	Monitoring	Paul Howes	Rachael Fox
	Integrated Finance and Performance report 2010/11 – year end	Monitoring	Paul Howes	Sally Smart
	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	Paul Howes