

*Central Services Policy and Scrutiny Committee Forward Look 2009/10*

<b>Suggested Items</b>	<b>Suggested Issues</b>	<b>Suggested Priority</b>
<b>Registrations Service</b>	<ul style="list-style-type: none"> <li>Centralisation to Brentwood</li> </ul>	<b>21 September 2009</b>
<b>Complaints</b>	<ul style="list-style-type: none"> <li>An oral update to be given on this topic by the Governance Officer</li> </ul>	<b>21 September 2009</b>
<b>Management of BT contract</b>	<ul style="list-style-type: none"> <li>Planning</li> <li>Transition</li> <li>Management</li> </ul>	<b>October/November 2009</b>
<b>Policy and Scrutiny Scorecard Referrals</b>	<ul style="list-style-type: none"> <li>To review the referrals from the July EssexWorks Corporate Plan and LAA Scorecards</li> </ul>	<b>October 2009</b>
<b>Legal/Professional Services</b>	<ul style="list-style-type: none"> <li>Links with partner organisations</li> </ul>	<b>November 2009</b>
<b>Capita Resourcing</b>	<ul style="list-style-type: none"> <li>The Committee to consider the draft report from the Task and Finish Group scrutiny review of this topic</li> </ul>	<b>November 2009</b>
<b>Member Support &amp; Information</b>	<ul style="list-style-type: none"> <li>Planning</li> <li>Delivery</li> <li>Effectiveness</li> <li>Member Development Charter</li> </ul>	<b>December 2009</b>
<b>Performance Management</b>		
<b>Essex Partnerships</b>	<ul style="list-style-type: none"> <li>Links with Essex Partnerships &amp; LAA's</li> <li>Effectiveness</li> </ul>	
<b>Internal Communications</b>	<ul style="list-style-type: none"> <li>Follow up from commissioned report</li> <li>Information</li> </ul>	
<b>Blue Badge Scheme</b>	<ul style="list-style-type: none"> <li>Access to Information</li> <li>Applications and receipt timelines</li> </ul>	
<b>Public Relations</b>	<ul style="list-style-type: none"> <li>Links with Districts and partner organisations</li> </ul>	

## Scrutiny Reviews-7 September 2009

### Executive Scrutiny Committee

- Transformation Project
  - a) Scrutiny of the overall strategy, process, communication and governance of the project. *This will be undertaken as an interim scrutiny review.*
  - b) The overall outcome for stakeholders (what has been gained as a result). *This will be an 'after the event' scrutiny review.*

### Central Services Policy and Scrutiny Committee

- Contracts  
How contracts are developed for delivery, including any lessons that have been learned from previous contracts.
- IT  
What is the strategy for delivering and improving IT services, both internally and externally post BT.  
The role of IT in the Transformation Project.
- Shared services, e.g. HR, Legal

### All other Policy and Scrutiny Committees

- Partnerships and LSPs, as relevant to their areas of Scrutiny e.g.
  - a) Scrutiny of the Crime and Disorder Reduction Partnership by the Safer and Stronger Communities Policy and Scrutiny Committee.  
How has the customer experience changed as a result of partnerships and joint working.