## **Support Services Overview and Scrutiny Panel**

## Work Programme 2012 - 2013

Proposed work programme	J	J	A	S	0	N	D	J	F	М	A
Finance, Efficiencies, Technology and Assets											
Shared Services Programme Review (look at Business Case in June 2013)*			6			19					
Carbon Management update					1						
Customer Services											
Revenues and Benefits Monthly Position Statement					ı					4	
Revenues and Benefits Customer Interaction										4	
Discretionary rate relief										4	
Human Resources and Organisational De	velopm	nent									
Review other authorities' occupational health services and sickness (referred by Audit Committee on 16.12.11)		2									
Human Resources Workforce Update											
Sickness Policy Review			6								
Interim Staff Survey										4	
Staff Sickness*											8
Staff Survey Results (September 2013)*											
Democracy and Governance											
Election Costs											
Corporate Communications											
Social Media Strategy										4	
Social Media Training*											

Proposed work programme	J	J	A	S	0	N	D	J	F	М	A
Policy, Performance and Partnerships											
Community Engagement update											8
Budget Monitoring*											8
Monitoring Performance and Delivery Plans*											8
Other Issues											
Government Policy Changes					I	19				4	8

City and Council Priorities						
Value for Communities						8
Task and Finish Groups						
Council Tax Scheme review (Welfare Reform)						

## Key

N.B – items will be automatically deleted from the work programme once they have been considered by the Panel.

<sup>\*</sup> New item