

Please see page 2 onwards for background to items

<b>4<sup>th</sup> July 2018</b>
<ul style="list-style-type: none"> <li>- Customer Service Improvement</li> <li>- Digital First</li> </ul>
<b>12<sup>th</sup> September 2018</b>
<ul style="list-style-type: none"> <li>- Medium Term Financial Strategy</li> </ul>
<b>7<sup>th</sup> November 2018</b>
<ul style="list-style-type: none"> <li>- 2018/19 Capital Programme</li> <li>- City of Culture - Finances</li> </ul>
<b>12<sup>th</sup> December 2018</b>
<ul style="list-style-type: none"> <li>- Council Reserves</li> <li>- Customer Service Improvement</li> <li>- Income Generation</li> </ul>
<b>6<sup>th</sup> February 2019</b>
-
<b>13<sup>th</sup> March 2019</b>
<ul style="list-style-type: none"> <li>- Business Rates</li> </ul>
<b>2018/19</b>
<ul style="list-style-type: none"> <li>- Budget – meeting savings targets</li> <li>- Investment Strategy and Assets</li> <li>- Costs of temporary accommodation - spend on hotels and B&amp;B's</li> <li>- Workforce Strategy Review</li> <li>- Leadership Development Investment</li> <li>- Results of the 2018 Staff Satisfaction Survey</li> <li>- Coventry City Council Apprenticeships</li> <li>- ICT Strategy</li> <li>- ICT Service Level Agreements</li> <li>- ICT Asset Register</li> <li>- Social Value Act</li> <li>- Procurement Strategy</li> </ul>

SB1 Work Programme 2018/19

<b>Date</b>	<b>Title</b>	<b>Detail</b>	<b>Cabinet Member/ Lead Officer</b>
<b>4<sup>th</sup> July 2018</b>	- Customer Service Improvement	To include the actions being taken to improve Customer Service, including work by other Service Areas. To include reference to the Household Survey results to raise the voice of the citizen.	David Ashmore
	- Digital First	To look at longer term plans to improve digital across the Council. Paper to include feedback from other Directorates on their role in moving towards digital first. Also include use of third party apps, such as fix my street, rather than reinventing the wheel. Include work being undertaken to address Digital Inequality.	David Ashmore
<b>12<sup>th</sup> September 2018</b>	- Medium Term Financial Strategy	To discuss the Council's Medium Term Financial Strategy prior to its approval through the political process.	Paul Jennings
<b>7<sup>th</sup> November 2018</b>	- 2018/19 Capital Programme	To receive a line by line update on the 2018/19 Capital Programme. Annual item. Included information on WMCA programmes.	Paul Jennings
	- City of Culture - Finances	To look Coventry City Council contribution to the City of Culture finances. Links with work being undertaken by Audit to seek assurance on this issue.	David Nuttall
<b>12<sup>th</sup> December 2018</b>	- Council Reserves	To receive an update on the position of Council Reserves.	Paul Jennings
	- Customer Service Improvement	To follow on from the July item and scrutinise whether there has been an improvement in performance. To include reference to benchmarking, aborted call times and a breakdown by service area of performance.	David Ashmore
	- Income Generation	To look at opportunities to maximise income - identified at meeting 18/04/18	Barrie Hastie
<b>6<sup>th</sup> February 2019</b>	-		

SB1 Work Programme 2018/19

<b>Date</b>	<b>Title</b>	<b>Detail</b>	<b>Cabinet Member/ Lead Officer</b>
<b>13<sup>th</sup> March 2019</b>	- Business Rates	To discuss the changes to Business Rates.	Paul Jennings
<b>2018/19</b>	- Budget – meeting savings targets	To scrutinise whether the Council is on track to meet its savings targets.	Barry Hastie
	- Investment Strategy and Assets	To look our investment strategy and our assets.	Barrie Hastie
	- Costs of temporary accommodation - spend on hotels and B&B's	To scrutinise the Council's spend on temporary accommodation.	Barrie Hastie
	- Workforce Strategy Review	To review the Workforce Strategy - identified at meeting 18/04/18	Barbara Barrett
	- Leadership Development Investment	To follow up from the meeting in March 2018, the Board have requested that they receive an evaluation report of the training and an impact assessment.	Grace Haynes
	- Results of the 2018 Staff Satisfaction Survey	To look at the results of the Staff Survey and the actions which will be taken as a result.	Barbara Barrett
	- Coventry City Council Apprenticeships	To consider the apprenticeships being offered by the City Council. To look at how the young people employed are supported to get the maximum value from their placements.	Grace Haynes
	- ICT Strategy	For SB1 to be involved in the development of the ICT Strategy which is to include SMART Targets and Benchmarking	Paul Ward/ David Ashmore
	- ICT Service Level Agreements	To report on Service Level Agreements between ICT and other services within the Council – identified at meeting 21/03/18	Paul Ward/ David Ashmore
	- ICT Asset Register	To bring to the Board a report outlining our ICT Asset Register - identified at meeting 21/03/18	Paul Ward

SB1 Work Programme 2018/19

<b>Date</b>	<b>Title</b>	<b>Detail</b>	<b>Cabinet Member/ Lead Officer</b>
	- Social Value Act	To examine the extent to which the Social Value Act is delivering added value and how we can maximise opportunities to increase social value.	Mick Burn
	- Procurement Strategy	To scrutinise the delivery of the Council's Procurement Strategy	Mick Burn