

Please see page 2 onwards for background to items

4th July 2018
<ul style="list-style-type: none"> - Customer Service Improvement - Digital First
12th September 2018
<ul style="list-style-type: none"> - Medium Term Financial Strategy
28th November 2018
<ul style="list-style-type: none"> - Workforce Strategy Update - Workforce Analytics Dashboard (private)
12th December 2018
<ul style="list-style-type: none"> - Customer Service Improvement - Income Generation
6th February 2019
<ul style="list-style-type: none"> - Social Value Act - Procurement Strategy - Council Reserves
13th March 2019
<ul style="list-style-type: none"> - Business Rates - ICT Update to include ICT Strategy
Briefing Notes - November
<ul style="list-style-type: none"> - 2018/19 Capital Programme
2018/19
<ul style="list-style-type: none"> - Budget – meeting savings targets - Coventry City Council Apprenticeships - City of Culture – Finances. - Digital maturity/capability (2019/2020)

SB1 Work Programme 2018/19

Date	Title	Detail	Cabinet Member/ Lead Officer
4th July 2018	- 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
12th September 2018	- Medium Term Financial Strategy	To discuss the Council's Medium Term Financial Strategy prior to its approval through the political process.	Paul Jennings
28th November 2018	- Workforce Strategy Update	To review the Workforce Strategy including the results of the 2018 staff satisfaction survey and an update on the impact of the Leadership Development Investment discussed in March 2018.	Grace Haynes
	- Workforce Analytics Dashboard (private)	To present Members with the Workforce Analytics Dashboard.	Grace Haynes
12th December 2018	- 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
6th February 2019	- 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
	- Council Reserves	To receive an update on the position of Council Reserves.	Paul Jennings

SB1 Work Programme 2018/19

Date	Title	Detail	Cabinet Member/ Lead Officer
13th March 2019	- Business Rates	To discuss the changes to Business Rates.	Paul Jennings
	- ICT Update to include ICT Strategy	For SB1 to be involved in the development of the ICT Strategy which is to include SMART Targets and Benchmarking. The Board have also requested information on ICT Service Level Agreements and the Asset Register.	Paul Ward/ David Ashmore
Briefing Notes - November 2018/19	- 2018/19 Capital Programme	For the Board to receive a written report updating the Board on the 2018/19 Capital Programme, including information on WMCA programmes.	Paul Jennings
	- Budget – meeting savings targets	To scrutinise whether the Council is on track to meet its savings targets.	Barry Hastie
	- 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
	- City of Culture – Finances.	REFERRED TO SCRUCO 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
	- Digital maturity/capability (2019/2020)	Work to be scoped by the Chair.	Paul Ward/ David Ashmore