

AGENDA

- (1) Declarations of Interest in terms of the Ethical Standards in Public Life Etc. (Scotland) Act 2000

REMIT

- (2) Remit from Housing and Social Work Services Committee of 27 February 2008 – Former Tenant Arrears Write Off to 31 March 2006 (pages 1-2)
Submit report dated 30 January 2008 by the Head of Housing and Social Work Resources seeking approval to write off Former Tenant Rent Arrears prior to 31 March 2006, which are considered irrecoverable (copy herewith)

POLICY

- (3) Finance and Customer Services – Service Improvement Plan Key Actions 2008/2009 (pages 3-29)
Submit report dated 4 March 2008 by the Executive Director of Finance and Customer Services seeking approval of the key actions identified for 2008/2009 (copy herewith)
- (4) Treasury Management Strategy 2008/2009 and Prudential Indicators 2008/2009 to 2010/2011 (pages 30-45)
Submit report dated 18 February 2008 by the Executive Director of Finance and Customer Services outlining the Treasury Management Strategy for 2008/2009 and reporting the prudential indicators, both in accordance with CIPFA (copy herewith)

MONITORING

- (5) Revenue Budget Monitoring Report 2007/2008
 - (a) Finance and Customer Services (pages 46-49)
Submit report dated 21 February 2008 by the Head of Financial Services comparing actual income and expenditure for Finance and Customer Services against the estimates for the year to 1 February 2008 and showing projected outturn variances and providing explanations for the major projected outturn variances (copy herewith)
 - (b) Miscellaneous Services (pages 50-51)
Submit report dated 21 February 2008 by the Head of Financial Services comparing actual expenditure and income on Miscellaneous Services against the estimates for the year to 1 February 2008, presenting a projected outturn for the year, and providing explanations of the most significant variances (copy herewith)
 - (c) Council Summary (pages 52-56)
Submit report dated 22 February 2008 by the Head of Financial Services setting out the overall position on both the Council's General Fund Account and the Housing Revenue Account for the year to 1 February 2008; comparing projected outturn expenditure against the budget and, providing explanations of significant variances where applicable (copy herewith)

- (6) Trading Operations/PPP Summary Position (pages 57-60)
Submit report dated 20 February 2008 by the Head of Financial Services summarising the financial outturn position of the Trading Accounts and expected return from the Public Private Partnerships, for the period from 1 April 2007 to 1 February 2008 (copy herewith)
- (7) Capital Budget Monitoring Report 2007/08
- (a) Composite Capital Programme 2007/08 – Monitoring Report (pages 61-64)
Submit report dated 28 February 2008 by the Executive Director of Finance and Customer Services summarising financial performance of the Composite Capital Programme 2007/2008 for the year to 1 February 2008 and showing the projected year end outturn position and the resultant variances (copy herewith)
- (b) Finance and Customer Services Capital Programme – 2007/08 Monitoring Report (pages 65-67)
Submit report dated 28 February 2008 by the Executive Director of Finance and Customer Services summarising the financial performance of the Finance and Customer Services Capital Programme 2007/2008 and providing information on current expenditure up to and including 11 February 2008 (copy herewith)
- (8) Quarterly Performance Management Exceptions Report Quarter 3 – 1 October to 31 December 2007 (pages 68-76)
Submit report dated 18 February 2008 by the Executive Director of Finance and Customer Services advising of the service performance within the quarter 3 (copy herewith)
- (9) Treasury Management – Monitoring Report (pages 77-82)
Submit report dated 18 February 2008 by the Head of Financial Services advising on the quarterly activity (1 October 2007 to 31 December 2007) of the Council's loan and investment portfolios (copy herewith)
- (10) Local Tax Collection and Benefit Update – February 2008 (pages 83-85)
Submit report dated 3 March 2008 by the Head of Revenue Services providing an update on Council Tax and Non-Domestic Rates Collection and Benefit Administration (copy herewith)

OPERATIONAL

- (11) Operating Model for Customer Contact Centre
Submit report by Head of E-Government and Service Development (copy to follow)
- (12) E-Government and Service Development - Operational Review (pages 86-88)
Submit report dated 21 February 2008 by the Head of E-Government and Service Development reporting that following the development of the Customer Services Strategy and greater clarity on the responsibilities of the Customer Services team, some amendments to the structure are necessary (copy herewith)

- (13) Finance and Customer Services Structure Review - Risk and Insurance Section (pages 89-92)
Submit report dated 3 March 2008 by the Head of Revenue Services seeking approval for the establishment of a Senior Risk and Insurance Assistant (copy herewith)

- (14) Progress Report on Customer First and Other Related National and Local Projects (pages 93-97)
Submit report dated 21 February 2008 by the Head of E-Government and Service Development providing an update on progress to date with Customer First, Shared Services, Ecare and other related national and local projects (copy herewith)

- (15) Draft ICT Strategy (page 98)
Submit report dated 27 February 2008 by the Head of E-Government and Service Development providing an update on the development of the Council's ICT Strategy (copy herewith)

- (16) Pay Cycle Rationalisation (pages 99-100)
Submit report dated 19 February 2008 by the Head of Revenue Services advising of the arrangements for reducing the number of pay cycles from seven to two for employees, within the agreement for single status and harmonisation (copy herewith)

- (17) Appointment of Consultants – Leasing Advisory Service (pages 101-103)
Submit report dated 27 February 2008 by the Head of Financial Services seeking approval to award the Council's Lease Advisory Service Contract to Sector Treasury Services Limited following the outcome of a tendering exercise (copy herewith)

GENERAL

- (18) Conferences (pages 104-105)
Submit report dated 20 February 2008 by the Head of Central Services on invitations received in respect of attendance at conferences (copy herewith)