

MATTERS ARISING FROM PREVIOUS MEETINGS

Minute Number/Title	Decision/ Agreement	Update	Action by	Completion Date
28 Internal Audit and Value for Money Reporting: Report LDCS10180 (from the minutes of I&E Sub Committee on 13 th October 2010)	A Member requested that the outcomes from the new approach to Value for Money reporting be reviewed in due course.	Outcomes from the new approach to Value for Money reporting to be reported to Improvement and Efficiency Sub Committee.	Organisational Improvement Team	April 2011
33 Minutes of the Meeting held 13th October 2010 (from the minutes of I&E Sub Committee on 19 th January 2011)	A Member requested that the progress made against issues identified at the 'Ideas Aloud' events delivered as part of Customer Service Week be reported.	Progress against issues identified to be reported to Improvement and Efficiency Sub Committee.	Organisational Improvement Team	April 2011
35 Carbon Management Fund: Progress Report 2010 (from the minutes of I&E Sub Committee on 19 th January 2011)	At its meeting on 12 th January 2011, the Executive requested the Improvement and Efficiency Sub-Committee investigate further ways of reducing energy consumption and benefits associated with renewable energy generation, feed in tariffs and similar measures.	Further ways of reducing energy consumption and benefits associated with renewable energy generation, feed in tariffs and other similar measures to be reported to Improvement and Efficiency Sub Committee.	Organisational Improvement Team	April 2011
36 Organisational Improvement Programme Update (from the minutes of I&E Sub Committee on 19 th January 2011)	Following consideration of an update around Customer Contact Centre migration, Members requested a future item be provided on customer contact across the organisation.	An item on customer contact across the organisation be reported to Improvement and Efficiency Sub Committee.	Organisational Improvement Team	April 2011