

STATEMENT OF OUTSTANDING BUSINESS AT AUGUST 2018 – REPORTS

Date of Audit and Scrutiny Meeting	Subject & Committee Decision	Update	Responsible Officer	Date to be Completed	Completed
8 November 2017	Contact Centre Information Update Request an update report on performance within the Contact Centre in one year's time to complement the existing reports which the Policy and Resources Committee receive.	A report will be submitted to the meeting of this Committee in December.	Acting Corporate Director (Corporate Services)	December 2018	

STATEMENT OF OUTSTANDING BUSINESS – ANNUAL REPORTING

Date of Audit and Scrutiny Meeting	Subject & Committee Decision	Update	Responsible Officer	Date to be Completed	Completed
22 March 2017	Local Government Benchmarking Framework 2016/17	Final refresh of data from the Improvement Service published late March. Charts, tables and narrative being updated for 2016-17 Moray Annual Report.	Chief Executive	August 2018	August 2018
22 March 2017	Update on Progress: Customer Focus Strategy and Charter	Annual update on progress against strategy and charter	Corporate Director (Corporate Services)	October 2018	
28 September 2016	Complaints - Scottish Public Services Ombudsman Recommendations Report	Annual Complaints - Scottish Public Services Ombudsman requires annual 'learning and improvement statement'	Chief Executive	August 2017	September 2017
	Corporate Plan	Annual report across all priorities	Chief Executive	October 2017	January 2018
	Local Outcome Improvement Plan (LOIP)	Annual report across all priorities. LOIP and Performance Management Framework agreed. Partnership considering actions, measures and timescales against priorities.	Chief Executive	October 2018	