

**Customer Service and Transformation Scrutiny Committee**

**Work Programme – 2015-16**

<b>Date of Meeting</b>	<b>Items</b>	<b>Lead Officer</b>	<b>Notes</b>
<b>3<sup>rd</sup> June 2015</b>	<ul style="list-style-type: none"> <li>• Managing a Scrutiny Review – CfPS skills briefing</li> <li>• Selection of Scrutiny Review subject</li> <li>• Scoping Scrutiny Review</li> </ul>	Claire Millington, Scrutiny Officer Claire Millington  Claire Millington	
<b>29<sup>th</sup> June 2015, 10.00am</b>	<ul style="list-style-type: none"> <li>• Impacts of Welfare Reforms Scrutiny review update</li> <li>• Hard to Let Scrutiny review update on recommendations</li> <li>• Review work</li> </ul>	Jane Foley, JAD – Customer Service & Improvement/Alison Donohoe, Customer Contact Manager  Councillor John Ritchie	
<b>27<sup>th</sup> July 2015</b>	<ul style="list-style-type: none"> <li>• Introduction to Corporate Plan Targets.</li> <li>• Work Plan</li> </ul>	Jane Foley, Joint Assistant Director – Customer Service & Improvement	
<b>21<sup>st</sup> September 2015</b>	<ul style="list-style-type: none"> <li>• Call in of Executive minute no. 0193 – Choice Based Lettings 2015 Review</li> </ul>	Diane Bonsor, Housing Needs Manager	
<b>19<sup>th</sup> October 2015</b>	<ul style="list-style-type: none"> <li>• Review work</li> <li>• Update on the work of the Housing Working Group</li> </ul>	Councillor Rose Bowler	

<b>16<sup>th</sup> November 2015</b>	<ul style="list-style-type: none"> <li>• Half year Corporate Plan Targets Performance Update</li> <li>• Housing Application Form</li> </ul>	<p>Kath Drury/Jane Foley</p> <p>Pam Coogan, Housing Innovation Officer/Di Bonsor, Housing Needs Manager</p>	Half year update as the Corporate Plan was only agreed in July 2015.
<b>14<sup>th</sup> December 2015</b>	<ul style="list-style-type: none"> <li>• Draft Report – Review of CAN Rangers</li> </ul>	Claire Millington, Scrutiny Officer	To approve the draft report for submission to the Executive in January 2016.
<b>18<sup>th</sup> January 2016</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>15<sup>th</sup> February 2016</b>	<ul style="list-style-type: none"> <li>• Quarter 3 Performance Update</li> </ul>	Kath Drury – Information, Engagement and Performance manager/Jane Foley – JAD – Customer Service & Improvement	
<b>14<sup>th</sup> March 2016</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>18<sup>th</sup> April 2016</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>23<sup>rd</sup> May 2016</b>	<ul style="list-style-type: none"> <li>• Quarter 4 Performance Update</li> </ul>	Kath Drury – Information, Engagement and Performance manager/Jane Foley – JAD – Customer Service & Improvement	