

Customer Service and Transformation Scrutiny Committee

Work Programme – 2015-16

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

16th November 2015	<ul style="list-style-type: none"> • Half year Corporate Plan Targets Performance Update • Housing Application Form 	<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.
14th December 2015	<ul style="list-style-type: none"> • Draft Report – Review of CAN Rangers 	Claire Millington, Scrutiny Officer	To approve the draft report for submission to the Executive in January 2016.
18th January 2016	<ul style="list-style-type: none"> • Update on Housing Working Group • Update on the Scrutiny Review of the CAN Rangers Service 	<p>Councillor Rose Bowler</p> <p>Councillor Rose Bowler</p>	<p>Verbal update</p> <p>Verbal update to Members following the report being accepted by Executive.</p>
15th February 2016	<ul style="list-style-type: none"> • Quarter 3 Performance Update 	Kath Drury – Information, Engagement and Performance manager/Jane Foley – JAD – Customer Service & Improvement	
14th March 2016	<ul style="list-style-type: none"> • 		
18th April 2016	<ul style="list-style-type: none"> • 		
23rd May 2016	<ul style="list-style-type: none"> • Quarter 4 Performance Update 	Kath Drury – Information, Engagement and Performance manager/Jane Foley – JAD – Customer Service & Improvement	

Customer Service & Transformation Scrutiny Committee Membership

Councillors; -

Rose Bowler (Chair)
Jim Smith (Vice-Chair)
Pauline Bowmer
Paul Cooper
Malcolm Crane
Ray Heffer
Andrew Joesbury
Duncan McGregor
Emma Stevenson
Rita Turner