

Customer Service and Transformation Scrutiny Committee

Work Programme – 2016 - 2017

Date of Meeting	Items	Lead Officer	Notes
23 rd May 2016, 10.00 am	<ul style="list-style-type: none"> • Quarter 4 Performance Monitoring • Scrutiny reviews 2016/17 – selection and scoping exercise 	<p>Jane Foley – JAD – Customer Service & Improvement</p> <p>Claire Millington, Scrutiny Officer</p>	
27 th June 2016, 10.00 am	<ul style="list-style-type: none"> • CAN Rangers update • Approval of Scoping Document – Review of District Heating System. 	<p>Peter Campbell, Assistant Director of Community Safety and Head of Housing.</p> <p>Claire Millington, Scrutiny Officer</p>	
25 th July 2016, 10.00 am	<ul style="list-style-type: none"> • Quarter 1 Performance Monitoring • Update on the Transformation Programme • Assessing the impact of the automated cash machines (revisiting the recommendation made in the review of <i>impact of welfare reform on the Contact Centres</i> – 2014) 	<p>Kath Drury – Information, Engagement and Performance Manager.</p> <p>Jane Foley - JAD - Customer Service and Improvement</p> <p>Jane Foley – JAD – Customer Service and Improvement</p> <p>Alison Donohue – Customer Contact Manager</p>	

19th September 2016, 10.00 am	<ul style="list-style-type: none"> • Update on the implementation and impacts of Universal Credit. • • Increase in the use of on-line services – update 	<p>Michelle Whetton – Benefits Manager</p> <p>Jane Foley, JAD – Customer Service and Improvement</p> <p>Charlotte Greveson – CIS Developer</p>	
17th October 2016, 10.00 am	<ul style="list-style-type: none"> • 		
14th November 2016, 10.00 am	<ul style="list-style-type: none"> • Quarter 2 Performance Monitoring 		
12th December 2016, 10.00 am	<ul style="list-style-type: none"> • 		
16th January 2017, 10.00 am	<ul style="list-style-type: none"> • 		
13th February 2017, 10.00 am	<ul style="list-style-type: none"> • Quarter 3 Performance Monitoring 		
13th March 2017, 10.00 am	<ul style="list-style-type: none"> • 		
18th April 2017, 10.00 am	<ul style="list-style-type: none"> • 		
15th May 2017, 10.00 am	<ul style="list-style-type: none"> • Quarter 4 Performance Monitoring 		

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.