

**Customer Service and Transformation Scrutiny Committee**

**Work Programme – 2016 - 2017**

Date of Meeting	Items	Lead Officer	Notes
23 <sup>rd</sup> May 2016, 10.00 am	<ul style="list-style-type: none"> <li>• Quarter 4 Performance Monitoring</li> <li>• Scrutiny reviews 2016/17 – selection and scoping exercise</li> </ul>	<p>Jane Foley – JAD – Customer Service &amp; Improvement</p> <p>Claire Millington, Scrutiny Officer</p>	
27 <sup>th</sup> June 2016, 10.00 am	<ul style="list-style-type: none"> <li>• CAN Rangers update</li> <li>• Approval of Scoping Document – Review of District Heating System.</li> </ul>	<p>Peter Campbell, Assistant Director of Community Safety and Head of Housing.</p> <p>Claire Millington, Scrutiny Officer</p>	
25 <sup>th</sup> July 2016, 10.00 am	<ul style="list-style-type: none"> <li>• Quarter 1 Performance Monitoring</li> <li>• 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 – 2014</i>)</li> </ul>	<p>Kath Drury – Information, Engagement and Performance Manager.</p> <p>Jane Foley – JAD – Customer Service and Improvement + Alison Donohue – Customer Contact Manager</p>	

<b>19<sup>th</sup> September 2016, 10.00 am</b>	<ul style="list-style-type: none"> <li>• Increase in the use of on-line services – update</li>   <li>• Update on the Transformation Programme.</li> </ul>	<p>Jane Foley, JAD – Customer Service and Improvement -and- Charlotte Greveson – CIS Developer</p> <p>Jane Foley, JAD – Customer Service and Improvement</p>	
<b>17<sup>th</sup> October 2016, 10.00 am</b>	<ul style="list-style-type: none"> <li>• Draft Procurement Strategy</li>   <li>• Employee Survey results</li>   <li>• Scrutiny Review of Heating costs to tenants in properties with a District Heating Scheme – Final Report</li> </ul>	<p>Sarah Sternberg, JAD – Governance and Monitoring Officer</p> <p>Steph Barker – JAD – Human Resources and Payroll</p>	
<b>14<sup>th</sup> November 2016, 10.00 am</b>	<ul style="list-style-type: none"> <li>• Quarter 2 Performance Monitoring</li> </ul>		
<b>12<sup>th</sup> December 2016, 10.00 am</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>16<sup>th</sup> January 2017, 10.00 am</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		

<b>13<sup>th</sup> February 2017, 10.00 am</b>	<ul style="list-style-type: none"> <li>• Quarter 3 Performance Monitoring</li> </ul>		
<b>13<sup>th</sup> March 2017, 10.00 am</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>18<sup>th</sup> April 2017, 10.00 am</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>15<sup>th</sup> May 2017, 10.00 am</b>	<ul style="list-style-type: none"> <li>• Quarter 4 Performance Monitoring</li> </ul>		

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.