

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 • 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 + Alison Donohue – Customer Contact Manager</p>	

<p>19th September 2016, 10.00 am</p>	<ul style="list-style-type: none"> • Increase in the use of on-line services – update • Update on the Transformation Programme. 	<p>Jane Foley, JAD – Customer Service and Improvement -and- Charlotte Greveson – CIS Developer</p> <p>Jane Foley, JAD – Customer Service and Improvement</p>	
<p>17th October 2016, 10.00 am</p>	<ul style="list-style-type: none"> • Employee Survey results 	<p>Steph Barker – JAD – Human Resources and Payroll</p>	
<p>14th November 2016, 10.00 am</p>	<ul style="list-style-type: none"> • Quarter 2 Performance Monitoring • Draft Procurement Strategy • Mobile Device Policy • Client ICT Strategy 	<p>Kath Drury, Information, Engagement and Performance Manager</p> <p>Sarah Sternberg, JAD – Governance and Monitoring Officer</p> <p>Nick Blaney, ICT Manager</p> <p>Nick Blaney, ICT Manager</p>	

12th December 2016, 10.00 am	<ul style="list-style-type: none"> Scrutiny Review of Heating costs to tenants in properties with a District Heating Scheme – Final Report 		
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.