

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>	

19th September 2016, 10.00 am	<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>	
17th October 2016, 10.00 am	<ul style="list-style-type: none"> • Employee Survey results 	<p>Steph Barker – JAD – Human Resources and Payroll</p>	
14th November 2016, 10.00 am	<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"> Feedback on the review of heating costs to tenants in properties with a district heating system 	Chair/Vice Chair of Scrutiny Committee	
13th February 2017, 10.00 am	<ul style="list-style-type: none"> Quarter 3 Performance Monitoring Health and Wellbeing Survey update 	Kath Drury, Information, Engagement and Performance Manager Clare Ashton, HR	
13th March 2017, 10.00 am	<ul style="list-style-type: none"> Safe and Warm Scheme update Risk Based Verification Policy Annual Scrutiny Conference <ul style="list-style-type: none"> - Confirmation of the date - Suggestions for Scrutiny Review Arrangements for next meeting (18th April 2017). 	Bryan Mason, Director of Operations Dawn Clarke, Assistant Director of Finance and Revenues & Benefits Chair/Scrutiny Officer	Members to discuss whether to hold this meeting – are there any items for the agenda?
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 • Quarterly update on the Health and Wellbeing Survey Action Plan and the Employee Survey 	<p>Kath Drury, Information, Engagement and Performance Manager</p> <p>Assistant Director, HR and Payroll.</p>	
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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.