

## Customer, Community & Partnership Scrutiny Committee – Work Programme 2016/17

### a) Meeting schedule

Date of Meeting	Items	Type of Meeting	Attendees	Outcomes
13 June 2016	<b>Customer services</b> My Telford testing	Working group	Helen Wood Jamie Fletcher	Test results and ideas fed into development of application pre-launch
4 July 2016	<b>Channel Shift / Customer services</b> <ul style="list-style-type: none"> <li>• Update on performance of CCC</li> <li>• Feedback from My Telford testing</li> <li>• Saturday closure of SW1</li> </ul> <b>Traffic signals</b> <ul style="list-style-type: none"> <li>• Impact of MOVA/SCOOT technology</li> <li>• Part-time signals at Randlay</li> <li>• Update to changes on 6 roundabouts funded by LEP</li> </ul>	Committee	Cllr Angela McClements Angie Astley Lee Higgins Helen Wood Karen Webb Dom Proud	<ul style="list-style-type: none"> <li>• Improved performance noted</li> <li>• Specific issues relating to CCC response, fly tipping web form and road safety picked up by officers to investigate</li> </ul>
September 2016	<b>HRC and waste transfer station visit</b> <i>Member visit HRC and transfer station in Hortonwood</i>	<i>Arranged by service area/Veolia</i>		<i>To visit the facilities head of the scrutiny meeting</i>
4 October 2016	<b>Waste management services</b> <ol style="list-style-type: none"> <li>a) Overview of Veolia/TWS service</li> <li>b) Performance /customer satisfaction</li> <li>c) Recycling rates / impact on landfill</li> <li>d) Update on HRCs</li> </ol> <b>Work programme</b> To agree items for the work programme	Committee	Cllr Angela McClements Angie Astley Debbie Germany Sadie Roberts Catherine Slayter, Communications Manager – Veolia Midlands	<ul style="list-style-type: none"> <li>• Improved performance of waste contract commended</li> <li>• Visits arranged to Four Ashes to see how waste from Telford is processed</li> <li>• Re-engagement by Veolia with Harper Adams</li> <li>• Recycling collection service offered to Harper Adams</li> </ul>

				<ul style="list-style-type: none"> <li>• Size of HRC signage verified with highways</li> <li>• Items agreed for work programme</li> </ul>
10 November 2016	<b>Civil Parking Enforcement</b> <i>To consider the option for the Council to develop a business case for CPE</i>	<i>Finance &amp; Enterprise Scrutiny Committee (joint scrutiny)</i>	<i>Cllr Angela McClements Jonathan Rowe Angie Astley Dom Proud</i>	<i>Further information requested to come back to scrutiny</i>
November/December	<b>Waste management services</b> <i>Optional visit to Veolia's MRF and ERF facilities at Four Ashes.</i>	<i>Veolia hosted site visits for members and parishes</i>		
5 December 2016	<b>Housing needs and Homelessness</b> Update on the Homelessness Strategy  <b>Houses in Multiple Occupation (HMOs)</b> Report on data collection and options to address issues  <b>Flood &amp; Water Management</b> Update on drainage and flood management	Committee	Angie Astley Fliss Mercer Toni Guest Damion Clayton Nicky Minshall Dave Fletcher Steve Hollins	
20 February 2017	<i>Grounds and cleansing service contract procurement</i>	Committee		
20 March 2017	<i>Community Safety Partnership</i>	Committee		
15 May 2017				

## b) Forward Plan

Item	Issue	When	Cabinet / SMT Lead
Items agreed on 4 October			
<b>Grounds and Cleansing service contract</b>	Oversight of procurement process and specification for the Grounds and Cleansing service contract. Links to maintenance of open spaces.	20 February 2017 (on-going)	Cllr Angela McClements Angie Astley
<b>Community Safety Partnership</b>	How the partnership is taking an evidence based approach to targeting activity and resources and enforcement around HMOs.	20 March 2017	Cllr Hilda Rhodes Jonathan Rowe
<b>Definitive Map for Rights of Way</b>	How the system for checking planning applications for rights of way is working and progress on updating of the Definitive Map.	TBC	Cllr Liz Clare Katherine Kynaston
<b>Business support and inward investment</b>	The impact of changes to business rates on the Growth Hub	TBC	Cllrs Shaun Davies / Gilly Reynolds / Lee Carter Katherine Kynaston / Ken Clarke
Other items remaining on the Forward Plan			
<b>Channel shift / customer services</b>	Update on impact of Channel Shift and performance of contact centre. Include uptake of direct debits for Council Tax.		Cllr Angela McClements Angie Astley
<b>Management of Community Centres</b>	To follow up on previous scrutiny recommendations about the management of Council run community centres by partners.		Cllr Paul Watling Richard Partington Rachael Jones
<b>Community access to leisure facilities in BSF schools</b>	How access is being negotiated in community access agreements.		Cllr Paul Watling (BSF) Jim Collins/Fliss Mercer
<b>Marches LEP</b>	The Marches Joint Enterprise Committee (MJEC) is accountable to the CCP Scrutiny Committee.		Cllr Shaun Davies Katherine Kynaston
<b>Community Capacity Building and Volunteering</b>	How is the Council working with local communities to build capacity and the volunteering strategy supports services which may be impacted by budget cuts		
<b>Partnerships</b>	How the Council is continuing to build relationships with partners		
<b>Waste management services</b>	Options for the food waste collection	2017/18	Cllr Angela McClements Angie Astley