

**Customer, Community & Partnership Scrutiny Committee
2017/18 Work Programme**

Topics

Topic	Method	Scoped? Y/N	Timescale	Cabinet Member	Assistant Director	Other Participants	Expected Outcome/Impact
West Mercia Fire and Rescue Governance Consultation Proposal	In depth	Y	Consultation closes September 2017	Housing & Enforcement	Customer & Neighbourhood Services	PCC Fire Authority Group Leaders Chief Fire Officer	To inform the Cabinet response to the consultation.
Grounds and cleansing service contract procurement	In-depth Review	N	TBC	Neighbourhood Services & Pride Programme	Customer & Neighbourhood Services	Jonathan Rowe Dave Hanley Debbie Germany	Policy Development: Oversight of procurement process and specification for the Grounds and Cleansing service contract. Links to maintenance of open spaces.
Third Party Engagement	In depth Review	N	TBC	Communities, Health & Wellbeing And Customer Services, Tourism & Partnerships	Cross-cutting	Rachael Jones (Service Delivery Manager Community Participation Team) Community Representatives	How effective the Council is in engaging support from third party organisations and the community in light of reducing resources.

Exercise of Statutory Responsibilities

Topic	When Last Considered	Planned Consideration	Cabinet Member	Assistant Director	Outcome
Flood Water Management	5 December 2016	2018/19	Transport, Infrastructure & Broadband	Customer & Neighbourhood Services	Members Assured by good work. Next update suggested for 2018/19.
Community Safety Partnership (Crime & Disorder Reduction Partnership scrutiny)	16 May 2014 (Scrutiny Management Board)	2017/18	Housing & Enforcement	Co-operative Council Team	Consider evidence based approach to targeting activity, resources & enforcement around HMOs.

Monitoring Activity

Due Date	Date Circulated	Topic	Assistant Director and Responsible Officer	Outcome
Review of implementation after 12 months.		Selective Licensing	Customer & Neighbourhood Services	Monitoring success of implementation
July 2017	28 September 2017	Update on channel shift / customer services Update on impact of Channel Shift and performance of contact centre. Include uptake of direct debits for Council Tax.	Customer & Neighbourhood Services	Update on impact of channel shift (see minutes 4 July 2016)

Meeting Plans

Meeting Dates	Meeting Type	Items	Cabinet Member	Assistant Director or Other Participants
29 June 2017	<i>Finance & Enterprise Scrutiny Committee</i>	<i>CCP Scrutiny Committee invited to engage in the review of Civil Parking Enforcement</i>		
17 July 2017	Formal	West Mercia Fire and Rescue Governance Consultation Proposal Work Programme (inc Terms of Reference) Chair's Update	N/A	PCC Fire Authority Group Leaders
3 August 2017	Working Group	West Mercia Fire and Rescue Governance Consultation Proposal	N/A	Chief Fire Officer Fire Authority Group Leaders
16 October 2017	Formal	Grounds and Cleansing Service Contract Work Programme Chair's Update	Leader & Cabinet Member for Neighbourhood Services & Pride Programme	Customer & Neighbourhood Services
9 November 2017	<i>Finance & Enterprise Scrutiny Committee</i>	<i>CCP Scrutiny Committee invited to engage in the review of Civil Parking Enforcement</i>		
22 January 2017	Formal	TBC		
TBC – February 2017	Formal	Third Party Engagement Work Programme Chair's Update	Customer Services, Tourism & Partnerships; Communities, Health & Wellbeing	Co-operative Council & Commercial Delivery Team
23 April 2017	Formal	Community Safety Partnership Work Programme Chair's Update	Housing & Enforcement	Customer & Neighbourhood Services