



Telford & Wrekin  
C O U N C I L

Addenbrooke House Ironmasters Way Telford TF3 4NT

## CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE

Date	Tuesday, 26 <sup>th</sup> April 2016	Time	6.00pm
Venue	Meeting Room G3/G4, Addenbrooke House, Ironmasters Way, Telford, TF3 4NT		

### Enquiries Regarding this Agenda:

Democratic Services	Jayne Clarke	01952 383205
Media Enquiries	Corporate Communications	01952 382407
Lead Officer	Stephanie Jones	01952 383114

Committee Membership: Councillors J C Ashford, G H Cook, N A M England (**Chair**), K R Guy, S J Reynolds, P J Scott, J M Seymour and B D Tillotson

## AGENDA

- 1. Apologies for Absence**
- 2. Declarations of Interest**
- 3. Minutes** Appendix A  
To confirm the minutes of the meeting of the Customer, Community & Partnership Scrutiny Committee held on 9 November 2015.
- 4. Customer Services**  
The Council is developing a strategy to make more Council services available or accessible online or via mobile phone apps. The Committee will consider:
  - How the technology will improve the quality of and access to Council services at the same time as saving money;
  - How the strategy takes into account the needs of residents who do not use technology;
  - How the technology will impact on waiting times at the contact centre and other measures being taken to improve response times.
- 5. Work Programme**  
To agree issues for the next meeting and any other matters arising.