



Telford & Wrekin
C O U N C I L

Addenbrooke House Ironmasters Way Telford TF3 4NT

CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE

Date	Monday, 4 July 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, N A M England (**Chair**), K R Guy, L A Murray, 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 26 April 2016.
4. **Customer Services** Appendix B
TO FOLLOW
To receive a presentation from senior Officers to include:
 - a) An update on performance data from the contact centre;
 - b) Usage of First Point at Southwater 1 on Saturdays and the impact of Saturday closure;
 - c) Feedback from mystery shopping and product testing carried out by Members of the Committee (with Members).

The Cabinet Member for Transport, Customer & Neighbourhood Services will attend for this item.

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5. Traffic Management

To receive a presentation from senior Officers to include:

- a) Feedback on the impact of the signalling technology installed at key interchanges on traffic flows and journey times;
- b) Feedback on the impact of the part-time traffic lights at Randlay roundabout;
- c) An update on the changes to roundabouts funded by LEP Growth Point Funding.

The Cabinet Member for Transport, Customer & Neighbourhood Services will attend for this item.

6. Scrutiny Co-optees

For the Committee to endorse the co-option of Paula Doherty, Edgmond Parish Council and Dave Johnson to the Committee.

7. Work Programme

For the Committee to discuss the outline work programme and to put forward any new suggestions or agree any recommendations to put forward to the Scrutiny Management Board to consider in determining the 2016/17 Scrutiny Work Programme.