



Confident, Capable Council Scrutiny Panel

16 June 2015

Time 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny

Venue Committee Room 3 - Civic Centre, St Peter's Square, Wolverhampton WV1 1SH

Membership

Chair Cllr Rita Potter (Lab)

Vice-chair

Labour

Cllr Harbans Bagri
Cllr Mary Bateman
Cllr Payal Bedi
Cllr Alan Bolshaw
Cllr Craig Collingswood
Cllr Jasbir Jaspal
Cllr Milkinderpal Jaspal
Cllr Lorna McGregor
Cllr Caroline Siarkiewicz
Cllr Jacqueline Sweetman

Conservative

Cllr Wendy Thompson
Cllr Andrew Wynne

Quorum for this meeting is three Councillors.

Information for the Public

If you have any queries about this meeting, please contact the democratic support team:

Contact Earl Piggott-Smith
Tel/Email Tel: 01902 55121 or Earl.Piggott-Smith@wolverhampton.gov.uk
Address Democratic Support, Civic Centre, 1st floor, St Peter's Square,
Wolverhampton WV1 1RL

Copies of other agendas and reports are available from:

Website <http://wolverhampton.moderngov.co.uk/>
Email democratic.support@wolverhampton.gov.uk
Tel 01902 555043

Please take note of the protocol for filming, recording, and use of social media in meetings, copies of which are displayed in the meeting room.

Some items are discussed in private because of their confidential or commercial nature. These reports are not available to the public.

Agenda

Part 1 – items open to the press and public

Item No. *Title*

MEETING BUSINESS ITEMS

- 1 **Apologies**
- 2 **Declarations of interest**
- 3 **Election of Vice Chair**
[To elect Vice Chair to the panel]
- 4 **Minutes of previous meeting (22.4.15)** (Pages 3 - 8)
[To approve the minutes of the previous meeting as a correct record]
- 5 **Matters arising**
[To consider any matters arising from the minutes]

PRE-DECISION SCRUTINY

To give pre-decision consideration to the following reports

- 6 **Customer Service Strategy** (Pages 9 - 44)
[To receive report from Sue Handy, Head of Customer Service]
- 7 **Internal communications strategy and plan-on-a-page** (Pages 45 - 60)
[To receive report from Ian Fegan, Head of Communications]
- 8 **Corporate Communication Strategy 2015-17** (Pages 61 - 82)
[To receive report from Ian Fegan, Head of Communications]
- 9 **A marketing strategy for the City Council** (Pages 83 - 96)
[To receive report from Ian Fegan, Head of Communications]
- 10 **Performance Management Framework** (Pages 97 - 122)
[To receive report from Charlotte Johns, Head of Transformation]
- 11 **Refreshed Council Appraisal Scheme** (Pages 123 - 174)
[To receive report from Charlotte Johns, Head of Transformation]