CITY OF WOLVERHAMPTON COUNCIL

Confident, Capable Council Scrutiny Panel

28 June 2016

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

Venue   Committee Room 3 - 3rd Floor - Civic Centre

Membership

Chair	Cllr Rita Potter (Lab)
Vice-chair	Cllr Andrew Wynne (Con)

Labour	**Conservative**
Cllr Alan Bolshaw	Cllr Udey Singh
Cllr Jacqueline Sweetman	
Cllr Mary Bateman	
Cllr Caroline Siarkiewicz	
Cllr Dr Michael Hardacre	
Cllr Payal Bedi-Chadha	
Cllr Louise Miles	
Cllr Paula Brookfield	
Cllr Ian Brookfield	

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 551251 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

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Agenda

Part 1 – items open to the press and public

Item No.   *Title*

MEETING BUSINESS ITEMS

1   **Apologies**

2   **Declarations of interest**

3   **Minutes of previous meeting (20 April 2016)** (Pages 3 - 6)
         [To approve the minutes of the previous meeting as a correct record]

4   **Matters arising**
         [To consider any matters arising from the minutes]

DISCUSSION ITEMS

5   **Future Works - ensuring that we have the right IT infrastructure and business processes** (Pages 7 - 14)
         [Andy Hoare, Head of Service – ICT will present report on the Digital Transformation Programme and how new technology will support the Customer Service transformation, provide enhanced business intelligence and support anti-fraud initiatives]

6   **Future Customer - improving customer service** (Pages 15 - 38)
         [Sue Handy , Head of Customer Service, to present report on progress against delivery of the Customer Service Transformation Programme and the Customer Service Strategy Action Plan.]