



MERTHYR TYDFIL
County Borough Council
Cyngor Bwrdeistref Sirol
MERTHYR TUDFUL

MINUTES OF MEETING

SCRUTINY : CUSTOMER SERVICES MEETING

MONDAY, 13TH OCTOBER, 2014

PRESENT: Councillor D Roberts (**In the Chair**)

Councillors L E Smart, H Barrett, T Chaplin, W R Smith and Raymond Thomas

Cooptees:

Robert Holdaway and Brian Lewis

Cabinet Members:

Councillors B Toomey, L A Matthews, C Barry and D Jones

Officers:

Gary Thomas (Transformation Manager), Richard Parry (Consultant for School Improvement), Paul Phillpott (Business Change Manager) and Andrew Mogford (Strategic Business Analyst)

Howard Jones (Scrutiny Manager) and Mair Morgan (Scrutiny / Democratic Services Officer)

ITEM NO.	AGENDA MATTER	DECISION
526	Apologies for absence	No apologies for absence were received.
527	Declarations of Interest (including whipping declarations)	No Declarations of Interest were made.
528	Consideration of Agenda items	The Committee considered in detail the items on the agenda.

529	Defining Success for 2017	<p>The Chair welcomed Councillor B Toomey Leader of the Council and the Officers to the Meeting.</p> <p>Richard Parry referred the Committee to the Discussion Paper on Defining Success for 2017 and gave details to the Committee in relation to:</p> <ul style="list-style-type: none"> • The Shared Vision • <i>The Challenge</i> • What does success look like for the Council after three years • What are the challenges for the Council over the next three years • Where are we now • <i>Top Performing</i> • Ambitious, Prioritise, Accountability, Ownership, Expectations • <i>Sustainability</i> • Whole Organisation, Transformation, Challenges, Invest in Staff • <i>Reputation</i> • Leadership, Brand, Communication • What are we going to look like • In three years time what the Council will have. <p>Richard Parry then referred the Committee to the Discussion Document questionnaire in relation to:</p> <ul style="list-style-type: none"> • The Challenge • The Focus of Success • Performance • Sustainability • Reputation <p>Questions were then raised by the Committee on the Discussion Paper and were answered in detail by the Leader and Gary Thomas.</p> <p>The Chair then thanked the Leader and the Officers for the Presentation and update to the Committee.</p>
530	Transformational Change Programme	<p>The Chair welcomed Councillor L Matthews Cabinet Member for Transformational Change, Gary Thomas, Paul Phillpott and Andrew Mogford to the Meeting.</p> <p>Councillor Matthews advised the Committee of the process that was being undertaken by the Transformational Change Programme.</p> <p>Gary Thomas then referred to the Transformation Programme Background and the projects that were being managed at the moment.</p> <p>He also gave details of:</p> <ul style="list-style-type: none"> • <i>Transformation Programme Board</i> • Role of the Board

		<ul style="list-style-type: none"> • Board Members • Frequency of Meetings • Reporting – Who, When, How • Actions and Monitoring • <i>Transformation Steering Group</i> • Aim of the Steering Group • Steering Group Members • Frequency of Meetings • Reporting – Who, When, How • Actions and Monitoring <p>Councillor L E Smart left the Meeting at 3.30 pm.</p> <p>Andrew Mogford then referred to the Transformation Programme and gave details of:</p> <ul style="list-style-type: none"> • Progress to date • <i>Overall Summary</i> • Number of Projects by Status • Target Savings by Status • Overall Summary • Customer Services Summary • <i>Programme Summary</i> • Common Risks / Issues • Overspends and Slippage • Next Steps <p>Paul Phillpott then gave details to the Committee in relation to:</p> <ul style="list-style-type: none"> • The Corporate Spine <p>Questions were then raised by the Committee on the Transformation Programme and were answered in detail by Councillor Matthews, Gary Thomas, Andrew Mogford and Paul Phillpott.</p> <p>The Chair then thanked Councillor Matthews together with the Officers for the Presentation and update to the Committee.</p>
531	Performance Monitoring Update	<p>The Chair referred the Committee to the responses from Officers together with further responses that had been received since the preparation of the agenda.</p> <p>Reference was then made to Kerbcraft Child Pedestrian Training and the Committee agreed that this issue be referred to Cabinet.</p> <p>Resolved that:</p> <ul style="list-style-type: none"> • The responses be received • That Kerbcraft Child Pedestrian Training be referred to Cabinet

532	Scrutiny and Audit Chairs Liaison Group Update	The Chair updated the Committee in relation to the Liaison Group Meeting.
533	Reflection and Evaluation of Meeting	The Chair and the Committee then reflected on the issues that had been raised at the Meeting and as a Committee completed the Defining Success for 2017 questionnaire.
534	Forward Work Programme	The Committee considered and agreed the Forward Work Programme.
535	Any other business deemed urgent by the Chair	The Chair updated the Committee in relation to the Task and Finish Group Meetings that had been held in relation to: <ul style="list-style-type: none"> • Waste Services • Parking Services