

Work Programme for the Resources and Corporate Services Overview and Scrutiny Committee for 2017/18

Possible Areas for discussion:

1. The Transformation Programme – how its running
2. The Digitisation Agenda (Glyn Peach, Karen McMahon, Sam Mowbray)
 - Going Paperless
 - IT modernisation process
 - Customer experience
3. Complaints and Insight from customers – the customer journey
4. Using buildings more intelligently
 - Public Use
 - Office accommodation
5. Wichelstowe
 - Resourcing implications for the borough in progressing the development of Wichelstowe
6. Business Rates (in 2018) (Andy Stevens)
 - Welfare Reform
 - Social Inclusion
7. Review of Corporate Priorities