

## **Chairman's Report - Community and Corporate Overview and Scrutiny Committee July 2016**

The Committee met on 20 June 2016 and considered the following items:

### **21<sup>st</sup> Century Council**

Andy Couldrick and Heather Thwaites gave a presentation on the 21<sup>st</sup> Century Council Change Programme. The presentation highlighted the background to the change programme and the Council's challenging financial position over the next few years. Andy Couldrick explained some of the key principles underpinning the development of a new business model for the Council, including more self-service for customers using better IT and new roles for multi-skilled staff and managers. Andy also explained how three Overview and Scrutiny review suggestions would be incorporated into the 21<sup>st</sup> Century Council Programme:

- Collection, Storage and Reporting of Corporate Information – through a new integrated Electronic Document and Records Management System;
- Housing Benefits and Rents – through more joined up service delivery and multi-skilled staff;
- Multi-disciplinary wardens – through the removal of service silos and multi-skilled staff working in local communities.

During the Q&Q session Members raised a number of issues around the importance of resilience and standardisation within new IT systems, the need for strong management skills and a focus on improved outcomes for residents.

The Committee asked for a further report in November 2016 following consideration of the 21<sup>st</sup> Century Council Business Model by the Executive in September 2016.

### **Road Repairs – Improving Customer Service**

Councillor Malcolm Richards and Alex Deans (Interim Head of Highways and Transport) attended the meeting to update Members on improvements to customer service relating to highways maintenance. The report explained improvements in the operation of the Highways Alliance (Council, WSP and Balfour Beatty) and the process used to evaluate and implement road repairs.

Members raised a number of issues and highlighted the importance of co-ordination and communication between different teams within the Highways service. Members also discussed recent issues such as the footway works in Shute End and co-ordination of the cycle lane works on the Reading Road.

### **Work Programme**

Details of the Committee's Work Programme are set out elsewhere on the Agenda.

Due to pressure on rooms at the Shute End offices, the Committee met at Wokingham library. Members felt that the venue was successful and could provide a template for future meetings in the community.

Philip Mirfin

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