

TITLE	21st Century Council – Update
FOR CONSIDERATION BY	Overview and Scrutiny Management Committee on 27 March 2018
WARD	None Specific
LEAD OFFICER	Heather Thwaites, Director of Customer and Localities Services and 21CC Programme Manager; Andrew Moulton, Assistant Director, Governance
LEAD MEMBER	Julian McGhee-Sumner, Executive Member for Finance, 21 st Century Council, Internal Services and Human Resources

OUTCOME / BENEFITS TO THE COMMUNITY

The 21st Century Council programme outlines the following benefits:

- Improved availability of, and access to, Council services through digital channels;
- Swifter resolution of issues and queries;
- Ability for residents to track progress of issues;
- Greater focus on problem-solving and customer responsiveness;
- A leaner, more efficient Council costing significantly less to run.

RECOMMENDATION

The Committee is recommended to:

- 1) scrutinise the attached papers and verbal submissions;
- 2) determine whether it wishes to consider any further documents or invite further witnesses to give evidence;
- 3) consider appropriate recommendations, if any, to the Executive.

SUMMARY OF REPORT

The report provides a summary of progress relating to the implementation of the 21st Century Council programme. Appended to the report at Annex A is the most recent progress report to the Executive (January 2018). Annex B contains presentation slides which provide further updates on the programme. Annex C contains an assessment of the 21CC programme from Manjeet Gill, Interim Chief Executive. Annex D sets out the key lines of enquiry agreed by the Chairman.

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