

WORK PROGRAMME 2019/2020
Communities and Customer Services Policy and Scrutiny Committee

ROUND TWO 23 OCTOBER 2019		
Agenda Item	Reasons & objective for item	Represented by
Cabinet Member Q&A	To receive an update and provide “critical friend” challenge	Councillor Paul Swaddle Cabinet Member for Customer Services and Digital
Call Centres	To review the council’s use of call centres and their performance	

ROUND THREE 11 DECEMBER 2019		
Agenda Item	Reasons & objective for item	Represented by
Cabinet Member Q&A	To receive an update and provide “critical friend” challenge	Councillor Iain Bott Cabinet Member for Sports, Culture and Communities
Cultural Vision	To feed into the development of a Cultural Vision/Strategy	

ROUND FOUR 12 FEBRUARY 2020		
Agenda Item	Reasons & objective for item	Represented by
Cabinet Member Q&A	To receive an update and provide “critical friend” challenge	Councillor Paul Swaddle Cabinet Member for Customer Services and Digital
Green Plaques	To contribute towards the development of a green plaque policy	

**ROUND FIVE
1 APRIL 2020**

Agenda Item	Reasons & objective for item	Represented by
Cabinet Member Q&A	To receive an update and provide “critical friend” challenge	Councillor Iain Bott Cabinet Member for Sports, Culture and Communities
Create Church Street	To review this project, supporting and encouraging arts and culture in a local community and identify lessons that can be learnt	

**ROUND SIX
TBC**

Agenda Item	Reasons & objective for item	Represented by
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member’s priorities	Councillor Paul Swaddle Cabinet Member for Customer Services and Digital
Digital contracts	Review the council’s approach to procuring digital services	

**ROUND SEVEN
TBC**

Agenda Item	Reasons & objective for item	Represented by
Cabinet Member Q&A	To receive an update and provide “critical friend” challenge	Councillor Iain Bott Cabinet Member for Sports, Culture and Communities
Voluntary and Community Sector Contracts	Review the Council’s approach to VCS Commissioning	

UNALLOCATED ITEMS

Item	Reasons & objective for item	Represented by
Youth Strategy	Review the council's approach to youth engagement, including the work of Westminster City Lions and Westminster Youth Foundation	
Made in Libraries/Fun Palaces	To evaluate key areas of success of the Made in Libraries pilot project and where lessons learnt are applicable to the Fun Palaces national scheme pilot	Mike Clarke

TASK GROUPS AND STUDIES

Subject	Reasons & objective	Type
Digital Strategy	To identify what is best practice in digital services with input from the public and private sector	Task Group
Volunteering in Westminster	Scope of volunteering in Westminster. Evaluate the cost of volunteering to individuals and organisations. What value does volunteering add to those who receive volunteering and volunteers themselves? Long-term impacts of volunteering. Investigate whether the council should do more to direct volunteering towards priorities	Task Group
Access to culture	To review how Westminster families, particularly those on low-incomes, can access culture within the City	Task Group

