

**Draft Environment and Customer Services Work Programme 2016/17**

<b>Item</b>	<b>Lines of Enquiry</b>	<b>Rationale/Origin</b>	<b>Method of Examination</b>	<b>Timing</b>	<b>Cabinet Member View</b>
<b>Environment Items</b>					
<b>1. Freedom Pass</b>	How can we achieve £1m savings and manage demand with increase in older population?	Identified in business plan as challenge. New to this department.	Committee meeting	Early 2017. Dependent on new Mayor and wider London Councils discussions	Cllr.HA- not appropriate to review as outside our control-No
<b>2. Managing Visitor numbers with the advent of Crossrail</b>	How can we mitigate risks to street cleanliness and ASB?	Opportunity to identify learning form Crossrail 1 and apply to 2	Committee meeting	16.11.2016	
<b>3. Air Quality</b> <i>N.B. This is currently planned for 18<sup>th</sup> April but may become a joint task group for a more in depth examination</i>	Is there more Council and partners can do to improve? We have comprehensive Air Quality Action Plan.	Benchmark best practice internationally and seek innovation.	Establish a joint task group with AHPP Cttee? Potential benefits-raise profile of Westminster -identify additional actions for us and partners & provide the evidence base for future funding bids.	Late in the financial year	Cllr. HA- too early to review as submitting a bid on low emission neighbourhood. Supportive of setting up a task group for a detailed examination. Cllr Robathan to be consulted too.

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<p><b>4.</b> Satisfaction with Parking</p>	<p>Why has satisfaction fallen from 69% to 60% from 2014 to 2015?</p> <p>Understand impact of Deregulation Bill enacted 2015.</p>	<p>Satisfaction levels identified in City Survey.</p> <p>Deregulation from Business Plan.</p>	<p>Committee meeting</p>	<p>14.9.16</p>	<p>Cllr. HA- satisfaction on track after a dip due to change of contract so little value in scrutiny now.-No</p>
<p><b>5.</b> Impact of the Utility companies in the borough-</p>	<p>A strategic examination of overall impact on the public realm and? Enquiry into contribution to reducing fuel poverty.</p>	<p>Officer suggestion</p>	<p>Committee meeting</p>	<p>tbc</p>	<p>Cllr Caplan to be consulted to. Cllr. HA- could incorporate into item 10. Do not cover fuel poverty/separate out and focus on district heating/solar power and City West Homes.</p>

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6. Focus on Contractors	An annual state of the nation focus on Conway's and other contractors and how well they are doing for us.	Direct opportunity for Members to hold to account our major contractors. (Stuart Love)	Committee Meeting devote to this one issue?	tbc	
7. Use of Highways/Allocation of road space	A holistic enquiry into what our highways are/should be for.	Will support the spatial planning policy development	Task Group		Cllr Caplan to be consulted too. Cllr. HA- a look to the future re competing demands of cycling, walking, parking, private hire vehicles etc.
8. Building Height	The Council will develop a policy this year	An opportunity to influence policy	Committee meeting	tbc	
9. Bridges	Ongoing updates		Committee meeting or written briefings	tbc	

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<b>Customer service Issues</b>					
10. The Digital Agenda-	Is there more we can achieve? Is it delivering VFM? What has happened to customer satisfaction?	To review progress to date and consider future plans.	Committee meeting	Not before April 2017	Cllr. Caplan suggests this could be earlier.
11. Update on our Customer Strategy -to include call centres and transformation	Progress report to ascertain progress against strategic objectives	JC	Committee Meeting	tbc	
12. Community Engagement	6 months into the new strategy using Scrutiny as Policy Development	JC	Committee meeting	tbc	
13. Possibly something on joint assessment of vulnerable people across Council departments and health	Are we achieving this? If not, what are the barriers?	EW	Committee Meeting	tbc	