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## Finance and Corporate Services Scrutiny Board (1)

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**Time and Date**

2.00 pm on Wednesday, 4th July, 2018

**Place**

Meeting Rooms, Council House, Earl Street, Coventry, CV1 5RR

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**Public Business****1. Apologies and Substitutions****2. Declarations of Interest****3. Minutes**

(a) To agree the minutes of the meeting held on 18 April 2018 (Pages 3 - 6)

(b) Matters Arising

**4. Customer Service Update (Pages 7 - 12)**

Briefing note

**5. Digital First (Pages 13 - 16)**

Briefing note

**6. Work Programme 2018/19 (Pages 17 - 20)**

Report of the Scrutiny Co-ordinator

**7. Any other items of Public Business**

Any other items of public business which the Chair decides to take as matters of urgency because of the special circumstances involved

**Private Business**

Nil

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Martin Yardley, Deputy Chief Executive, Place, Council House Coventry

Tuesday, 26 June 2018

Notes:1)The person to contact about the agenda and documents for this meeting is Carolyn Sinclair, Governance Services, Council House, Coventry, alternatively information about this meeting can be obtained from the following web link:

<http://moderngov.coventry.gov.uk>

2) Council Members who are not able to attend the meeting should notify Carolyn Sinclair as soon as possible and no later than 9am on the day of the meeting giving their

reasons for absence and the name of the Council Member (if any) who will be attending the meeting as their substitute.

3) Scrutiny Board Members who have an interest in any report referred to this meeting, but who are not Members of this Scrutiny Board, have been invited to notify the Chair by 12 noon on the day before the meeting that they wish to speak on a particular item. The Member must indicate to the Chair their reason for wishing to speak and the issue(s) they wish to raise.

Membership: Councillors R Auluck, S Bains, R Brown, L Harvard, J Mutton (By Invitation), J O'Boyle (By Invitation), K Sandhu, T Sawdon, R Singh (Chair), K Taylor and R Thay

Please note: a hearing loop is available in the committee rooms

If you require a British Sign Language interpreter for this meeting  
OR if you would like this information in another format or  
language please contact us.

**Carolyn Sinclair**

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