



Finance and Corporate Services Scrutiny Board (1)

Time and Date

2.00 pm on Wednesday, 4th July, 2018

Place

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

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

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
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language please contact us.

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Coventry City Council
Minutes of the Meeting of Finance and Corporate Services Scrutiny Board (1) held
at 2.00 pm on Wednesday, 18 April 2018

Present:

Members: Councillor R Singh (Chair)
Councillor J Blundell
Councillor R Brown
Councillor L Harvard
Councillor G Ridley (substitute for Councillor Sawdon)
Councillor K Taylor

Other Members: Councillor Clifford

Employees:

People: D Ashmore, M Burn
Place: V Castree, P Jennings, C Sinclair, J Venn-Morton,

Apologies: Councillor S Bains
Councillor T Sawdon

Public Business

36. Declarations of Interest

There were no declarations of interest.

37. Minutes

The minutes of the meeting held on 21 March 2018 were signed as a true record. There were no matters arising.

38. Delivery against the Social Value Policy

The Board considered a briefing note which set out progress and delivery against the Social Value Policy together with outcomes that had been achieved.

The Social Value Policy had been adopted by Cabinet on 11 February 2014 and incorporated the Public Service (Social Value) Act 2012 that came into force on 31 January 2013.

The briefing note indicated that there had been significant progress against the Social Value Policy since the last report to the Scrutiny Board on 30 November 2016 (minute 29/16 refers). There were 16 case studies documented on the City Council's website detailing examples of successes, and a number of them were appended to the briefing note.

The briefing note detailed a number of aspects including:

- Local authority contracts already had an impact on social value in that they included clauses which were intended to ensure that contractors were operating in a way that impacts favourably on society.
- Coventry was seen as a leading Local Authority in terms of our approach to delivering Social Value.
- The Head of Procurement chairs a City Council Value Working Group, sits on the West Midlands Social Value Task Force group and also sits on the National Social Value Taskforce.
- As a planning authority, Coventry now included planning conditions on major planning applications which were managed via skills and employment plans.

In summary, the following had been achieved through skills and employment plans up to December 2017

- 70 local businesses have benefitted from supply chain opportunities from major developments in the City.
- 799 local people have been employed on the sites
- 1910 apprenticeship weeks have been worked by apprenticeships generated on major developments, with a total of 92 apprentices.
- Over 2700 young people have attended site visits or careers talks.

The Board questioned officers on a number of aspects including:

- How this City Council compared to other authorities
- How social value benefitted local businesses
- Data relating to skill sets

Following discussion, the Board commended officers on progress in delivering the Social Value Policy and the creative way in which services were delivered to the local communities.

RESOLVED that the progress report be welcomed.

39. **Business Rates and the Local Government Funding**

The Board considered a briefing note in respect of Business Rates and the Local Government Funding in terms of what was known currently, what remained unclear at this stage and what some of the potential implications were for the Council of any future changes.

The briefing note stated that some of the analysis of future developments could only be speculative at this stage. It was based on an assessment of previous announcements but could be subject to future changes in policy direction and the political environment. The briefing note therefore urged caution in drawing any firm conclusions in this regard.

The Board asked a number of questions in respect of the briefing note analysis including recent trends, Coventry's position and future implications for the City.

Whilst acknowledging that the position was currently unclear, the Board considered that it would be prudent to maximise any income generating

opportunities and recommended that a forum be established to explore ideas and agreed that that this be added to the work programme for the new municipal year.

RESOLVED to continue to receive updates on developments in the local government funding environment as they become available.

40. **Outstanding Issues Report**

There were no outstanding issues.

41. **Work Programme**

The Board noted the current work programme and suggested the following topics be considered as part of the 2018/19 work programme:

- Income generation
- Workforce Strategy
- Friargate – Development (to be suggested to the appropriate Scrutiny Board)

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

This being the last Scrutiny Board 1 meeting of the 2017/18 municipal year, the Chair thanked all members and officers for their contributions to the Board over the past year.

(Meeting closed at 3.25 pm)

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Briefing note

To: Finance and Corporate Services Scrutiny Board (1)

Date: 04 July 2018

Subject: Customer Services Update

1 Purpose of the Note

1.1 To detail the actions being taken to improve Customer Service.

2 Recommendations

2.1 Scrutiny Board 1 are recommended to:

- a) Note the content of the briefing note and support the actions being taken to improve performance of Customer Service.
- b) Make recommendations to the Cabinet Member for Strategic Finance and Resources for any additional improvement opportunities.

3 Information/Background

- 3.1 In 2015 the Customer Journey programme brought together initial customer contact into one service area. Through this programme Customer Services delivered £500,000 savings target and an increase in self service from less than 1% to 33%.
- 3.2 The programme and the current performance of the Customer Services department was last considered at Audit and Procurement Committee in February 2018. Therefore this note details the progress made between February and June 2018.
- 3.3 Customer Service handles enquiries from residents across a number of service areas. The volume and nature and number of enquiries are driven largely by the processes within each service area. Therefore detail is also provided, as an example, from Adult Social Care, to show the work that is being done to change and improve the interface between the Council and residents of Coventry.

4 Performance

- 4.1 The performance data for the financial year 2017-18 shows that the call answer rate has increased from 63% to 72% compared to the previous financial year. This equates to 23,000 more calls being answered in 2017-18 compared to 2016-17.
- 4.2 Approximately 309,000 calls were answered during the financial year 2017-18 and the answer rate has increased by 9%. The average wait time to answer has fallen from 06:27 to 05:42 – an improvement of 45 seconds.

4.3 The total number of calls answered will increase for 2018-19. This is because information for other areas of Customer Services – previously Business Services; Children’s Services and Provider Services (Adults) can now be measured. These areas equate to roughly 9,000 calls per month.

4.4 The performance data for two areas of Customer Services considered in previous reports are outlined in the tables below:

4.5 **Customer Services General Enquiries (formerly Coventry Direct):**

	Calls answered	Answer rate	Average wait times
2016/17	110,812	53%	06:49
2017/18	133,945	70%	04:52
Change	+ 23,133	+ 17%	- 01:57

4.6 **Council Tax:**

	Calls answered	Answer rate	Average wait times
2016/17	60,569	52%	10:42
2017/18	67,714	67%	08:29
Change	+ 7,200	+ 15%	- 02:13

4.7 The data shows that there have been significant improvements in the answer rates and average wait times for 2017-18 compared to 2016-17.

This has been achieved during a period of high vacancy rates and a recruitment freeze for approximately two months while additional savings of £300k were identified across the broader service area, no posts were deleted from the contact centre environment. There are 134 posts in Customer Service Delivery of which 26 posts are currently vacant. All of these posts are being recruited to and are at varying stages along the recruitment process.

When the recruitment freeze was lifted in April 2018 a new approach to recruitment was introduced. This has led to successful recruitment to 11 posts, with more interviews booked in over the next few weeks. This new approach enables faster recruitment and ensures people are in post at the earliest opportunity.

A new approach to induction and training within the Customer Service centre designed to improve the experience of new recruits, deliver consistency in training and ensure that standards and expectations are set early on. Feedback from new starters confirmed that they believe that they are well equipped when they are released into the centre to engage with customers. Training time has been reduced to less than a week whereas previously it could take three weeks before people were able to add value. This new process has helped with improved performance and supported the improvement in customer experience detailed in section 5 below.

4.8 The improvement in performance is directly linked to the work undertaken by the recently introduced coaching function which measure the service that is delivered to customers and introduce changes at an individual and team level to deliver improvements. This coaching currently takes place in both Customer Service General and Council Tax, in which ownership, call structure, listening, questioning and soft skills and compliance with GDPR regulations are measured. There is an expected quality bench mark of 85%. When the coaching started in January teams and individuals were achieving 78%, this has improved every month and it is currently 90%. The coaching has evolved and now also looks into productivity and call control. The positive impacts of which can be seen through the productivity results detailed in 4.9 below.

- 4.9 In January 2018 a productivity initiative was introduced within the Customer Service Delivery area, with the aim of measuring the levels of productive time for each team and looking at working practices to improve productivity levels. This has been successful in increasing productivity across all teams, for example Customer Services General Enquiries productivity figures for April 2018 are 7% higher than for January 2018 while Council Tax has increased by 3% over the same time period.

Month	Average Daily Number of Calls Answered	Capture Rate (%)	Average handle time (Inc. Wrap) secs	Average Wait Time for Customers
January	510	58%	7 mins 39 secs	8 mins 24 secs
April	530	75%	6 mins 51 secs	4 mins 17 secs
May	561	76%	6 mins 2 secs	3 mins 42 secs

- 4.10 A Meet and Greet team are based in the Customer Service Centre, they deal with customers who contact the Council face-to-face at the Customer Service Centre in Broadgate House. Between September and November 2017, as other services moved their teams to Friargate, the Meet and Greet team were required to pick up additional face to face enquiries equating to approximately 2,400 enquiries between November and the end of March. During 2017-18 average wait times to be dealt with by the Triage and Scanning services in the Customer Contact Centre reduced, Triage by more than 1 minute and Scanning by nearly 2 minutes.

5 Customer feedback

- 5.1 We recognise the importance of using performance measures in conjunction with customer feedback to identify the things we are doing well, and to highlight the areas where we need to develop.
- 5.2 The collation of customer satisfaction across online and telephony services went live mid-June, for customers using our services for Registrars, this was used as a pilot area to test the technology and approach to ensure that customers were happy to engage. The feedback has been positive and from 25 surveys, the phone service has been rated 'Excellent' 21 times, 'Good' 3 times and Satisfactory 1 time. Our customers on all 25 occasions have, got the information they needed, found the advisor helpful and got the required outcome from the call.
- 5.3 At the end of our online forms, customers have the option to give us feedback by choosing a face icon (either happy, neutral or unhappy) and they have the option to leave a comment too. In 2017, 19,233 people chose to leave us feedback: 65% were positive (selecting the happy face), 23% were neutral, and 12% left negative feedback (unhappy face). This feedback is used to consider improvements to the self-service offer.
- 5.4 Since opening the Customer Service Centre we have undertaken regular customer satisfaction surveys and there has been high satisfaction reported with face to face services.
- 5.5 A household survey was conducted in the spring of 2018 and included a wide range of questions, including how much citizens feel informed about what the Council is doing, and how they feel they can influence decisions about the local area. Analysis of these survey

results is currently being undertaken and the Insight Team aim to share these findings by the end of July 2018.

6 Adult Social Care

- 6.1 Over the last 2 years Adult Services have made significant improvements to their online offer. In September 2016, the Adult Social Care and Communities Directory was launched. The directory is dual purpose; firstly it provides a range of information and advice about the variety of support and community activities available in Coventry to help people live independently and well. Secondly the directory includes a self-assessment and signposting tool. The self-assessment tool enables citizens or their family and friends to complete a series of short questions to identify any potential care and support needs. The system then advises whether they would benefit from a further assessment of need with a professional and provides tailored advice based on their answers. People are then able to create a brochure of information to help them. Since the launch of the tool to 31st May 2018 the self-assessment has been completed 1343 times, of which 74% has resulted in no further follow up, with people choosing to self-support using the information provided in the directory.
- 6.2 In January 2018, an online carer's self-assessment was added to the directory. The Carer's self-assessment enables carers of an adult to answer a series of detailed questions designed to provide an overview of a carers circumstances and their situation. The questions focus on the carer to gather information about their current caring role, what their needs are and how to plan for the future. A carer can take as long as they need to answer the questions at times to suit them; as they are able to save and return to the assessment as often as they need to prior to submitting the assessment. The completed assessment will then be considered and validated by either the Carers Trust Heart of England, who are working in partnership with Coventry City Council, or a member of the Council's carers team. Information and advice is then provided to assist the carer in continuing to fulfil their caring role, and to look after themselves. To date five carer's have fully completed and submitted a self-assessment online.
- 6.3 Digital technology is also enabling adult social care to improve our initial contact with customers. An electronic calendar booking system, implemented in January 2018, allows practitioners within our Community Social Care Intake Team (+65) to book appointments so that customers are given a date for their initial social care visit at first contact. To date, 444 appointments have been arranged using the system. From July 2018, our Occupational Therapy Team will be using the booking system to make appointments.
- 6.4 In order to increase general public awareness of the requirement for some people to contribute or pay the full costs associated with their care needs, the Council's Financial Assessments team worked with IT colleagues to develop a short online tool to help people understand whether they might have to pay towards the cost of their care. This tool has been used 155 times.
- 6.5 Improving the customer experience of our online offer remains a key priority for Adult Services and over the coming months we will be enabling a customer feedback mechanism on the directory and self-assessment to support this work. In addition the Adult Services Improvement Programme includes the redesign of our most complex process and forms in order to streamline and simplify wherever possible. This should have a positive impact on the customer experience as well as the average handling time for Customer Services – Delivery. Customer journey mapping has been undertaken recently and the learning from this activity will also inform our improvement plans.

7 Future plans

- 7.1 The future programme of change referenced includes the following:

- We will continue to maximise the use of our on-line platform to support customers to progress transactions within a self-service setting
- Customer experience monitoring will be rolled out to additional services and resultant improvement opportunities will continue to be progressed
- Opportunities to further improve productivity will be sought
- Our unified communications offer is being reviewed to ensure we are optimising the use of technology.
- Complementary technology used for call recording, quality monitoring and resource planning will be reviewed alongside the telephony platform

7.2 We remain committed to improving our performance based on the feedback we receive from our customers and at the same time we are maintaining a focus of evolving the service offer to allow us to exploit technology and achieve efficiencies.

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Coventry City Council

Briefing note

To: Finance and Corporate Services Scrutiny Board (1)

Date: 4th July 2018

Subject: Digital First

1 Purpose of the Note

- 1.1 To provide Scrutiny Board 1 with the longer term plans to improve digital across the Council.

2 Recommendations

- 2.1 Scrutiny Board 1 is asked to:
 - 2.1.1 Endorse the approach of delivering the digital infrastructure across the city as an enabler for digital innovation.

3 Information/Background

- 3.1 The Digital Coventry Strategy was approved by full Council in February 2017 with its aim to set the scene for Coventry City Council and partners for the future direction of digital services, infrastructure and innovation. It recognised that the digital strategy was for the city and not just for the Council. Universities, businesses, residents, public sector including the NHS and the police, the voluntary and community sector will all be progressing digital work and will continue to innovate and devise digital solutions.
- 3.2 The Council's role will be focussed on helping to identify the priorities that will lead to the biggest impacts on economic growth and public service reform – this will include the infrastructure to support digital innovation in the city, providing insight and delivering public service reform directly, including working in a more digital way as a Council and promoting work that will support every resident in the city to benefit from digital change.

4 Current Progress

- 4.1 In recognition of the city wide aspirations ICT and Digital have focused upon laying the foundations for the city with digital infrastructure. Following Full Council's decision to invest £2.55 million in the CSW Superfast Broadband project in December 2016 work is planned to commence in August 2018 that will see circa 5000 homes get access to fibre to the home (FTTH) connections by September 2019. By the end of this project around 99% of homes in Coventry will have access to superfast broadband speeds which is in excess of the Central Government target of 97% and ahead of our neighbouring authorities.
- 4.2 In April 2018 City Fibre announced that Coventry would become one of the cities in its One Million Homes project alongside Milton Keynes, Aberdeen, Peterborough, Edinburgh, Huddersfield and Sterling. City Fibre have committed to deliver FTTH to a minimum of 100,000 homes in Coventry. Work will start later in 2018.
- 4.3 The projects mentioned in 4.1 and 4.2 will address digital inequality driven by lack of access to superfast broadband speeds.
- 4.4 A further infrastructure project will see the city centre broadcast free Wi-Fi to members of the public installed by August 2018. This infrastructure will also support a low power

network that will allow sensors to be installed that can measure pollution, HV levels, rainfall etc... This low power network is a key building block to enabling smart city technologies to be utilised in the city.

- 4.5 Working alongside WMG at the University of Warwick 80 kilometres of urban roads between Coventry and Birmingham will become the test bed for connected and autonomous vehicles (CAV). This will see the development of wireless networks on the roads and analysing how CAV's behave in real urban environments.
- 4.6 The projects highlighted above will create opportunities for businesses, universities and the creative arts sector to innovate and further attract new business and investment in to the city.
- 4.7 This year we will be offering free Wi-Fi to visitors attending the Godiva Festival for the first time with a view to implementing a permanent offer at War Memorial Park from next year. This will create excellent opportunities for advertising revenue as well as address digital inclusion as all visitors with a mobile device will get access. Opportunities for promoting social networking/promotion at the event will also be possible. We are also reviewing options to offer free Wi-Fi to visitors to Coombe Abbey and Park.
- 4.8 ICT and Digital have also support commissioning of new Adult Lifestyles, Family Health and Lifestyles and the Young People's Substance Misuse Service where a specific focus on the development of digital solutions across the length of the contract were included. This will ensure that services promote digital channels to customers and ensure that staff have the appropriate tools to deliver their roles in the most efficient way.

5 Better Connected Survey

- 5.1 Every year Socitm (the society for IT practitioners in the public sector) on the usability of local authority public facing websites. During 2017/8 414 council websites were tested which included tests completed by the Digital Accessibility Centre on how accessible websites are to people with disabilities.
- 5.2 Coventry City Council were awarded the top rating of four stars alongside a further 41 councils. This is the first time we have achieved the top rating and demonstrates the improved service offered by our MyAccount portal on www.coventry.gov.uk. Services offered through this digital channel are continually reviewed and improved from a usability point of view.

6 Third Party Apps

- 6.1 In general, the strategy followed by ICT and Digital is to buy and not build. Where there are existing apps in the market and widely used we will review the options to use these and integrate in to our existing systems and business processes where appropriate. However, this is not always possible. For example, when reviewing the mobile solution for Streetscene/Highways Fix My Street was initially chosen to pass defects, raised by members of the public, through to the service area to action. Unfortunately, the lack of integration options offered through the App made it impossible to bring in to a structured process for the service area to action. Consequently, a solution built using our Firm Step forms platform was developed and went live.
- 6.2 An example of a third party app we will be using is with the use of free public Wi-Fi. People will be prompted to use the Citi-Wise app to log on to the free Wi-Fi. Through the app we will be able to promote events, share history of the city and sell advertising. We will also be able to use the data captured by the app to show where people are using the service around the city, as well as other reports.
- 6.3 The Citi-Wise app will provide the opportunity to centralise event promotion in to a single place moving forwards and will support the known City of Culture requirements at this stage.

7 Next Steps

- 7.1 Corporate Leadership Team are developing a Digital First concept for transformation activities and will be an integral part of the One Transformation Programme. This will reinforce our commitment to digital delivery and will demonstrate that we are a digitally mature organisation for service development and delivery. We also expect that this will highlight areas that are less digitally mature and will enable us to focus resources on these areas.
- 7.2 Continued focus on our digital infrastructure has seen us working with the West Midlands Combined Authority on a bid to central Government for 5G funding. Our proposition is to promote Coventry as the first 5G enabled City of Culture. 5G is the next generation mobile data network which could see download speeds for mobile devices exceed levels delivered through superfast broadband connections to homes. 5G would also be a key enabler for CAV and Smart City internet of things development.
- 7.3 The level of investment expected to support our City of Culture programme will see a significant demand for digital projects. It is important that this demand is managed to support the Digital Coventry Strategy and to avoid disparate projects and duplication of functionality.
- 7.4 With this in mind we will use the focus provided by the City of Culture to create a city wide governance group that will provide the challenge to emerging projects and the authority to proceed. This governance group must include key partners in the city to ensure the vision of the Digital Coventry Strategy is delivered.

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Please see page 2 onwards for background to items

4th July 2018
<ul style="list-style-type: none"> - Customer Service Improvement - Digital First
12th September 2018
<ul style="list-style-type: none"> - Medium Term Financial Strategy
7th November 2018
<ul style="list-style-type: none"> - 2018/19 Capital Programme
12th December 2018
<ul style="list-style-type: none"> - Council Reserves
6th February 2019
-
13th March 2019
<ul style="list-style-type: none"> - Business Rates
2018/19
<ul style="list-style-type: none"> - Budget – meeting savings targets - Income Generation - Investment Strategy and Assets - - City of Culture - Finances - Costs of temporary accommodation - spend on hotels and B&B's - Workforce Strategy Review - Leadership Development Investment - Results of the 2018 Staff Satisfaction Survey - Coventry City Council Apprenticeships - ICT Strategy - ICT Service Level Agreements - ICT Asset Register - Social Value Act - Procurement Strategy

Date	Title	Detail	Cabinet Member/ Lead Officer
4th July 2018	- Customer Service Improvement	To include the actions being taken to improve Customer Service, including work by other Service Areas. To include reference to the Household Survey results to raise the voice of the citizen.	David Ashmore
	- Digital First	To look at longer term plans to improve digital across the Council. Paper to include feedback from other Directorates on their role in moving towards digital first. Also include use of third party apps, such as fix my street, rather than reinventing the wheel. Include work being undertaken to address Digital Inequality.	David Ashmore
12th September 2018	- Medium Term Financial Strategy	To discuss the Council's Medium Term Financial Strategy prior to its approval through the political process.	Paul Jennings
7th November 2018	- 2018/19 Capital Programme	To receive a line by line update on the 2018/19 Capital Programme. Annual item. Included information on WMCA programmes.	Paul Jennings
12th December 2018	- Council Reserves	To receive an update on the position of Council Reserves.	Paul Jennings
6th February 2019	-		
13th March 2019	- Business Rates	To discuss the changes to Business Rates.	Paul Jennings
2018/19	- Budget – meeting savings targets	To scrutinise whether the Council is on track to meet its savings targets.	Barry Hastie
	- Income Generation	To look at opportunities to maximise income - identified at meeting 18/04/18	Barrie Hastie
	- Investment Strategy and Assets	To look our investment strategy and our assets.	Barrie Hastie

Date	Title	Detail	Cabinet Member/ Lead Officer
	-		
	- City of Culture - Finances	To look Coventry City Council contribution to the City of Culture finances. Links with work being undertaken by Audit to seek assurance on this issue.	David Nuttall
	- Costs of temporary accommodation - spend on hotels and B&B's	To scrutinise the Council's spend on temporary accommodation.	Barrie Hastie
	- Workforce Strategy Review	To review the Workforce Strategy - identified at meeting 18/04/18	Barbara Barrett
	- Leadership Development Investment	To follow up from the meeting in March 2018, the Board have requested that they receive an evaluation report of the training and an impact assessment.	Grace Haynes
	- Results of the 2018 Staff Satisfaction Survey	To look at the results of the Staff Survey and the actions which will be taken as a result.	Barbara Barrett
	- Coventry City Council Apprenticeships	To consider the apprenticeships being offered by the City Council. To look at how the young people employed are supported to get the maximum value from their placements.	Grace Haynes
	- ICT Strategy	For SB1 to be involved in the development of the ICT Strategy which is to include SMART Targets and Benchmarking	Paul Ward/ David Ashmore
	- ICT Service Level Agreements	To report on Service Level Agreements between ICT and other services within the Council – identified at meeting 21/03/18	Paul Ward/ David Ashmore
	- ICT Asset Register	To bring to the Board a report outlining our ICT Asset Register - identified at meeting 21/03/18	Paul Ward

Date	Title	Detail	Cabinet Member/ Lead Officer
	- Social Value Act	To examine the extent to which the Social Value Act is delivering added value and how we can maximise opportunities to increase social value.	Mick Burn
	- Procurement Strategy	To scrutinise the delivery of the Council's Procurement Strategy	Mick Burn