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## **Cabinet Member (Strategic Finance and Resources)**

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### **Time and Date**

2.00 pm on Monday, 20th January, 2014

### **Place**

Committee Room 2 - Council House

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### **Public Business**

1. **Exclusion of the Press and Public**

To consider whether to exclude the press and public for the item(s) of private business for the reasons shown in the report.

2. **Apologies**

3. **Declarations of Interest**

4. **Minutes of Previous Meeting**

- (a) To agree the minutes of the meeting held on 2nd December, 2013  
(Pages 3 - 6)

Report of the Director of Customer and Workforce Services

- (b) Matters Arising

5. **Second Quarter Hospitality Statement for the Mayoralty of Councillor Gary Crookes, 2013-2014** (Pages 7 - 12)

Report of the Executive Director, Resources

6. **Welfare Reform: Recommendations from Scrutiny Co-ordination Committee 11th December 2013** (Pages 13 - 18)

Report of the Executive Director, Resources

7. **Transformation Programme Progress Report** (Pages 19 - 28)

Report of the Executive Director, Resources

8. **The Customer Journey** (Pages 29 - 38)

Report of the Executive Director, Resources

9. **Amendment to the Benefits Risk-Based Verification Policy** (Pages 39 - 44)  
Report of the Executive Director, Resources
10. **Outstanding Issues**  
Report of the Director of Customer and Workforce Services
11. **Any other items of public business which the Cabinet Member decides to take as matters of urgency because of the special circumstances involved.**

#### **Private Business**

12. **Amendment to the Benefits Risk-Based Verification Policy** (Pages 45 - 64)  
Report of the Executive Director, Resources

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Chris West, Executive Director, Resources, Council House Coventry

Friday, 10 January 2014

Note: The person to contact about the agenda and documents for this meeting is Su Symonds

Membership: Councillor D Gannon (Cabinet Member)

By invitation: Councillors T Sawdon (Shadow Cabinet Member), C Fletcher (Chair, Scrutiny Coordination Committee), J Clifford (Deputy Chair, Scrutiny Coordination Committee)

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.

**Su Symonds, Governance Services Officer**

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