Challenge & Improve Committee Matters Arising Schedule

Purpose:

To consider progress on the matters arising from previous Challenge & Improve Committee meetings.

Recommendation: That members note progress on the matters arising and request corrective action if necessary.

Matters arising Schedule

BRAG status black - Completed matters, not closed							
ID	Action	Action Required	Due Date	Comments	Remedial Action	Remedial Action Due Date	Assigned To
1	Customer Experience Strategy	Presentation on the Customer Expreience Strategy to be circulated to Members.	23/10/2012				Lilley, Dinah
2	Customer Service	A Letter of congratulations be sent from the C&I committee to Customer Services staff following their response to an emergency at Fillingham.	23/10/2012	Completed			Robinson, Alan

BRAG status red - Overdue matters								
ID	Action	Action Required	Due Date	Comments	Remedial Action	Remedial Action Due Date	Assigned To	

E	BRAG status amber - deadline for completion flagged as at risk								
I	O Action	Action Required	Due Date	Comments	Remedial Action	Remedial Action Due Date	Assigned To		

BR	BRAG status green - Outstanding matters, not yet due								
ID	Action	Action Required	Due Date	Comments	Remedial Action	Remedial Action Due Date	Assigned To		
1	Village Hall wifi	Checks to be made that the wifi connections at Village Halls (or relevant venues) are not inadvertantly switched off and made inaccessible. Letters to be sent to all responsible parties.	23/10/2012				Reeks, Alex		
2	ASB Powers	As discussed at the C&I cttee, please circulate the White Paper summarising the new ASB powers to Members.	23/10/2012	Reassigned to Jo Riddell following P Hodgson's departure		27/11/2012	Riddell, Joanna		