

Challenge and Improvement Work Plan (as of 25 March 2019)

Purpose:

The table below provides a summary of reports that are due on the Forward Plan.

Recommendation:

1. That members note the contents of this document.

Title	Lead Officer	Purpose of the report
25 JUNE 2019		
Voice of the Customer Annual Report	Natalie Kostiuk, Customer Experience Officer	Customer Experience Annual Report. To provide Members with the annual update from the Customer Experience Officer regarding comments, complaints and compliments.
Challenge & Improvement Operating Methodology	Mark Sturgess, Executive Director of Operations and Head of Paid Service	To review, amend and approve the committee operating methodology
Progress and Delivery Report - Period 4 2018/19	Mark Sturgess, Executive Director of Operations and Head of Paid Service	To present performance of the Council's key services against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.
3 SEPTEMBER 2019		
Progress and Delivery Report - Period 1 2019/20	Mark Sturgess, Executive Director of Operations and Head of Paid Service	To present performance of the Council's key services through agreed performance measures and indicating areas where improvements should be made, having regard to the remedial action set out in the report.
8 OCTOBER 2019		

12 NOVEMBER 2019

Selective Licensing Annual Update C & I

Andy Gray, Housing and Enforcement Manager

Progress and Delivery Report - Period 2 2019/20

Mark Sturgess, Executive Director of Operations and Head of Paid Service

To present performance of the Council's key services against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.

7 JANUARY 2020

18 FEBRUARY 2020

31 MARCH 2020

Progress and Delivery Report - Period 3 2019/20

Mark Sturgess, Executive Director of Operations and Head of Paid Service

To present performance of the Council's key service against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.

28 APRIL 2020

19 MAY 2020

23 JUNE 2020

Progress and Delivery Report - Period 4 2019/20

Mark Sturgess, Executive Director of Operations and Head of Paid Service

To present performance of the Council's key services against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.
