

CHALLENGE AND IMPROVEMENT CURRENT WORKPLAN – AS AT 22 MARCH 2018

Date	Title	Lead Officer	Purpose of the report
22/05/2018	p and d - period 4	Mark Sturgess	to present the year end position for p and d
	Health Commission Review	Michelle Howard	Six Month Review: - to review the progress outcomes and future need and remit of the Health Commission. In accordance with the decision made by PC cttee on 18 July 2017. Neighbourhood Networks be considered as a work plan item over the coming year as part of the review of the Health Commission work, already included in the work plan;
	Interim Report: Progress of the Public Realm W.G.	Grant White	To provide an update to Committee on the progress to date on the public realm work programme.
	Customer Complaints Handling	Natalie Kostiuk	To provide a benchmark of complaints at current time to then demonstrate improvement or otherwise
	Enforcement Cases Benchmark for Timescales	Andy Gray	To provide an overview of the current position with enforcement cases to then review after (?) 6 months to demonstrate improvement or otherwise.
09/10/2018	Garden Waste Review	Ady Selby	A report on the first year of charging for Garden waste, as requested by CPR committee in December 2017
13/11/2018	Public Realm Task & Finish Group	Grant White	Final report to scrutinise the effectiveness of the services offered by public agencies in maintaining the rural public realm.
	Update re Customer Complaints Handling	Natalie Kostiuk	To provide an update on customer complaints following the benchmark report in May 2018.
	Update re enforcement case management	Andy Gray	To update on progress of management of enforcement cases following benchmarking report in May 2018.