

CHALLENGE AND IMPROVEMENT CURRENT WORKPLAN – AS AT 1 OCTOBER 2018

Date	Title	Lead Officer	Purpose of the report
13/11/2018	Selective Licensing 12 month review	Andy Gray	to provide a further update re progress achievement issues, as resolved by PC Cttee in October 2017
	Update re Customer Complaints Handling	Natalie Kostiuk	To provide an update on customer complaints following the benchmark report in May 2018.
	Gainsborough Markets - Outcome of Procurement	Ady Selby	To provide Members with the outcome of the procurement exercise and future options for the markets
08/01/2019	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 enforcement case management	Andy Gray	To update on progress of management of enforcement cases following benchmarking report in May 2018.
	P&D Period 2 Report 2018/19	Mark Sturgess	To consider the Progress and Delivery report for period 2 2018/19
	Customer First - update report	Michelle Carrington	To provide a regular update for C&I committee as agreed at C&I meeting of 26 June 2018.
19/02/2019	Garden Waste Review	Ady Selby	A report on the first year of charging for Garden waste, as requested by CPR committee in December 2017. To also include information as requested by C&I cttee in Feb 2018.
	Gainsborough Foyer re Youth Housing Provision	Ele Durrant	Invitation extended for an update regarding youth housing provision at Gainsborough Foyer.
02/04/2019	Invite to TASL by C&I	Ele Durrant	To invite representatives from TASL to provide committee with an overview of the services provided within West Lindsey including performance figures and challenges and obstacles encountered across the district.