

BUDGET AND PERFORMANCE PANEL

Work Programme Report

27 November 2012

Report of Head of Governance

PURPOSE OF REPORT

To update members regarding the Panel's work programme.

This report is public

RECOMMENDATIONS

- (1) That members note the updated work programme as detailed in Appendix A to the report.**
- (2) That members consider whether they would like to include any further items in the work programme.**

1.0 Introduction

- 1.1 This report provides members with recommendations for inclusion in the Panel's work programme and advises of possible upcoming items for consideration and work in progress.
- 1.2 The Budget and Performance Panel is responsible for setting its own annual work programme within the terms of reference, as set out in Part 3, Section 13 of the Constitution.

2.0 Report

2.1 Customer Comments, Compliments and Complaints Policy and Guidance

At its meeting on 6 November 2012, Cabinet approved the recommendations of the council's Overview and Scrutiny Committee made at its meeting on 10 October 2012 with regard to the revised Customer Comments, Compliments and Complaints policy.

At the meeting Cabinet resolved the following:

- (1) That the revised Customer Comments, Compliments and Complaints Policy be approved.**
- (2) That the recommendations of Overview and Scrutiny Committee with regard to direct Elected Member involvement be approved:**
 - (a) That Cabinet approve Option 2 as set out in the report**

- (b) That the Budget and Performance Panel be requested to undertake performance monitoring of the complaints procedure.
- (c) That sample complaints be reviewed on a regular basis.

Following consultation with the Head of Environmental Services, this issue has been included on the Panel's work programme for consideration at its meeting scheduled for 5 March 2013.

2.2 Upcoming Items

- Details of upcoming items are detailed in Appendix A to the report.

SECTION 151 OFFICER'S COMMENTS	
The Section 151 Officer has been consulted and has no further comments.	
MONITORING OFFICER'S COMMENTS	
The Monitoring Officer has been consulted and has no further comments.	
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None.	