

# OVERVIEW AND SCRUTINY COMMITTEE

## Work Programme Report

21<sup>st</sup> December 2016

### Report of the Chief Executive

#### PURPOSE OF REPORT

To provide Members with an update of the Committee's Work Programme.

**This report is public.**

#### RECOMMENDATIONS

- (1) That Members note the Work Programme, as detailed in Appendix A to the report and the updates set out below.

#### 1. Introduction

Members are requested to consider the Work Programme attached at Appendix A that has been updated taking into account the decisions made at the September meeting.

#### 2. Updates

##### Customer Services Strategy and Complaints Policy

At its last meeting on 8<sup>th</sup> November, the Budget and Performance Panel agreed :

*"That the Customer Services Strategy and any future complaints policy issues be referred to the Overview and Scrutiny Committee to consider."*

Members are requested to consider how this issue should be taken forward by the Committee and if agreed, include on the Committee's Work Programme.

##### Evaluation of the standard of our Council Housing and Repairs and Maintenance Service (RMS)

The Overview and Scrutiny Committee, at its meeting held on the 21st September 2016, considered an item on its Work Programme regarding the evaluation of Council Housing. As the Budget and Performance Panel had a similar item on its Work Programme, the Repairs and Maintenance Service (RMS) the Committee agreed, to avoid duplication of work, this should be dealt with under the Panel's Work Programme.

The Panel agreed that this was a sensible approach and agreed to invite Members of the Overview and Scrutiny Committee to the meeting of the Panel when this item is to be considered.

**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.

**BACKGROUND PAPERS**

None.

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