

OVERVIEW AND SCRUTINY COMMITTEE

Work Programme Report

20th September 2017

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 consider the report, the Work Programme attached at Appendix A and the suggestions that have been received.
- (2) That Members appoint a representative to the Homelessness Forum.
- (3) That Members consider the scoping document for a Customer Service Strategy and Future Complaints Policy Task Group.

1. Introduction

Members are requested to consider this report, the Work Programme attached at Appendix A and the suggestions that have been received from members of the public and councillors, as well as the updates provided below.

2. Updates

Requests for suggestions for the Work Programme

Suggestions have been invited from members of the public, councillors and officers on ideas for this year's Work Programme in accordance with Overview and Scrutiny Procedure Rules.

The responses will be circulated separately.

Review of the Ideal Choice process

At the meeting the Committee, held on 12th July 2017, it was agreed to investigate the Ideal Choice process as the means by which residents' access social and Council Housing.

The City Council is about to review the Choice Based lettings system, which will include an upgraded Ideal Choice software. This will be reported to the Committee once this is complete.

Homelessness Forum

At the meeting of the Committee, held on 21st June 2017, Members requested officers to ascertain if the Forum was still in existence, and if so, for the Committee to reconsider at a future meeting. Members are advised that the Forum is still in existence and the Committee is asked to make an appointment.

Peer Review

Whilst progress against the Peer Review recommendations continues, the Chief Executive will be reporting on these initiatives at a future meeting. The recommendations will also be taken forward through a new Corporate Plan and associated monitoring, which is currently being developed.

Customer Service Strategy & Future Complaints Policy – Task Group Scoping Document

Following the Committee's request for the creation of a Task Group regarding a Customer Service Strategy and Future Complaints Policy a scoping document has been drafted for consideration by the Committee.

This will be circulated separately.

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	Contact Officer: Jenny Kay Telephone: 01524 582065 E-mail: jkay@lancaster.gov.uk
None.	