

Performance, Finance and Customer Focus Overview and Scrutiny Committee: Tracking Decisions

Minute No.	Decisions	Target Date, Officer Responsible and Progress
12 December 2018 Customer Experience Peer Challenge Minute 30	The Committee agreed to receive progress updates on the Customer Experience Programme 20 March 2019 meeting.	Date: December 2018 Officer: Jamie Sheldon Progress: The Committee's work programme has been updated accordingly.
12 December 2018 Work Programme Minute 34	The Committee noted its work programme for 2018/19 and agreed to schedule the following items – <ol style="list-style-type: none"> 1. Customer Experience Programme 2. Registrar Office 3. Staff Survey 4. The Way We Work (ICT) 	Date: December 2018 Officer: Jamie Sheldon Progress: The Committee's work programme has been updated accordingly.