

Performance, Finance and Customer Focus Overview Scrutiny Committee

Work Programme 2018-2019



Please note that the work programme is a 'live' document and subject to change at short notice. The information in this work programme is intended to be of strategic relevance.

For general enquiries relating to the Council's Scrutiny function, including this Committee's work programme, please contact Jamie Sheldon, Democratic Advisor on 01752 304001.

Date of meeting	Agenda item	Prioritisation Score	Reason for consideration	Responsible Cabinet Member / Officer
20 March 2019	Police/Safer Plymouth/Community Safety (Update Report)	(4)	To receive an update	Councillor Haydon/Matt Garrett
	Customer Services (Complaints/Improvement to Delivery of Services)	(4)	To receive an update on the work undertaken by Customer Services, particularly complaints and the delivery services	Councillor Haydon/Andrew Hardingham
	Customer Experience Programme	(5)	To receive an update on the Customer Experience Programme	Councillor Jon Taylor/Haydon/Andy Ralphs
	Corporate Plan Performance Report Q3	(5)	To monitor the Council's performance, and identify areas of concern for further scrutiny	Councillor Lowry/Andrew Loton/Rob Sowden
Items to be scheduled 2018/19				
	Customer Satisfaction Survey			
	Homelessness Action Plan			
	Site Visits			
	Staff Survey Update			
Select Committee Reviews				
To be scheduled	Gypsy Roma and Travellers Unauthorised Camps	(4)	Member request	Councillor Penberthy/Matt Garrett
Joint Select Committee Reviews				
To be scheduled	Homelessness	(5)	Member request Joint Review with Health and Adult Social Care OSC and Brexit, Infrastructure and Legislative Change OSC	Councillor Penberthy/Carole Burgoyne/Matt Garrett