

## 8. Scrutiny Committee for Customer Services and Service Delivery Work Programme 2018/19

REPORT OF: Tom Clark, Head of Regulatory Services  
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Wards Affected: All  
Key Decision: No

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### Purpose of Report

1. For the Scrutiny Committee for Customer Services and Service Delivery to note its Work Programme for 2018/19.

### Summary

2. Members are asked to note the attached Work Programme. The Work Programme will be reviewed as the final piece of business at each meeting, enabling additional business to be agreed as required.

### Recommendations

3. **The Committee are recommended to note the Committee's Work Programme as set out at paragraph 5 of this report.**
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### Background

4. It is usual for Committees to agree their Work Programme at the first meeting of a new Council year and review it at each subsequent meeting to allow for the scrutiny of emerging issues during the year.

### The Work Programme

5. The Committee's Work Programme for 2018/19 is set out below:

| Meeting date    | Item                     | Reason for Inclusion  |
|-----------------|--------------------------|---|
| 7 November 2018 | Annual Complaints Report | To provide Members with an update of the complaints the Council has received during the period of 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018 |

### Policy Context

6. The Work Programme should ideally reflect the key priorities of the Council, as defined in the Corporate Plan and Budget.

### Financial Implications

7. None.

## **Risk Management Implications**

8. None.

## **Background Papers**

None.