

## **SCRUTINY COMMITTEE FOR COMMUNITY, CUSTOMER SERVICES AND SERVICE DELIVERY WORK PROGRAMME 2019/20**

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 Community, Customer Services and Service Delivery to note its Work Programme for 2019/20.

### **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 2019/20 is set out below:

<b>Meeting Date</b>	<b>Item</b>	<b>Reason for Inclusion</b>
18 Sept 2019	Leisure Management Contract	For information.
18 Sept 2019	Animal Welfare Policy	New policy – Prior to public consultation.
18 Sept 2019	Leisure Strategy	Prior to adoption by Council.
18 Sept 2019	Play Strategy	Prior to adoption by Council.

18 Sept 2019	Annual Waste Update	For information.
18 Sept 2019	Annual Landscape Update	For information.
13 Nov 2019	Annual Complaints Report	To provide Members with an update of the complaints the Council has received.
13 Nov 2019	Progress to the Sustainability Strategy 2018-23	Annual Report.
5 Feb 2020	Review of Customer Services across the Council	Action plan to maintain and improve Customer Service.
5 Feb 2020	Air Quality	Annual Report.
5 Feb 2020	Equalities and Diversity Scheme Annual Progress Report	To update members on the Council's Equality and Diversity Scheme.
TBC	Council Tax Reduction Scheme.	Meeting date for this item TBC

### **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.