

Our Council Transitional Committee

Thursday 14 October 2021 at 4.00 pm

Town Hall, Sheffield, S1 2HH

The Press and Public are Welcome to Attend

Membership

Councillor Dawn Dale
Councillor Zahira Naz
Councillor Christine Gilligan
Councillor Penny Baker
Councillor Simon Clement-
Jones
Councillor Peter Garbutt
Councillor Julie Grocutt
Councillor Bryan Lodge
Councillor Cate McDonald
Councillor Colin Ross

PUBLIC ACCESS TO THE MEETING

A copy of the agenda and reports is available on the Council's website at www.sheffield.gov.uk . You may not be allowed to see some reports because they contain confidential information. These items are usually marked * on the agenda.

Members of the public have the right to ask questions or submit petitions to Transitional Committee meetings and recording is allowed under the direction of the Chair. Please see the [website](#) or contact Democratic Services for further information regarding public questions and petitions and details of the Council's protocol on audio/visual recording and photography at council meetings.

PLEASE NOTE: Meetings of the Transitional Committee have to be held as physical meetings. If you would like to attend the meeting, you must register to attend by emailing committee@sheffield.gov.uk at least 2 clear days in advance of the date of the meeting. This is necessary to facilitate the management of attendance at the meeting to maintain social distancing. In order to ensure safe access and to protect all attendees, you will be asked to wear a face covering (unless you have an exemption) at all times when moving about within the venue.

It is also recommended that you undertake a Covid-19 Rapid Lateral Flow Test within two days of the meeting. You can order tests online to be delivered to your home address, or you can collect tests from a local pharmacy. Further details of these tests and how to obtain them can be accessed here - Order coronavirus (COVID-19) rapid lateral flow tests - GOV.UK (www.gov.uk). We are unable to guarantee entrance to observers, as priority will be given to registered speakers. Alternatively, you can observe the meeting remotely by clicking on the 'view the webcast' link provided on the meeting page of the website.

If you require any further information please contact Rachel Marshall email rachel.marshall@sheffield.gov.uk

**OUR COUNCIL TRANSITIONAL COMMITTEE AGENDA
14 OCTOBER 2021**

Order of Business

- 1. Welcome and Housekeeping Arrangements**
- 2. Apologies for Absence**
- 3. Exclusion of Public and Press**
To identify items where resolutions may be moved to exclude the press and public
- 4. Declarations of Interest** (Pages 5 - 8)
Members to declare any interests they have in the business to be considered at the meeting
- 5. Minutes of Previous Meeting** (Pages 9 - 10)
To approve the minutes of the meeting of the Committee held on 7th July 2021.
- 6. Introduction to Transitional Committees** (Pages 11 - 16)
Report of the Policy and Improvement Officer.
- 7. Customer Experience: Improving our Customer Services** (Pages 17 - 32)
Presentation by Director of Human Resources and Customer Services.
- 8. Work Plan and Ways of Working** (Pages 33 - 36)
Report of Policy and Improvement Officer.
- 9. Public Questions and Petitions**
To receive any questions or petitions from members of the public

NOTE: The next meeting of Our Council Transitional Committee will be held on Thursday 11 November 2021 at 4.00 pm