



Report to Our Council Transitional Committee 10th February 2022

Report of: Policy & Improvement Officer

Subject: Draft Work Plan

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Transitional Committees were introduced to provide an early opportunity for Members to work on a cross party basis, advising the Executive in advance of decisions being made, as we make the transition to a Committee System in 2022/23. Transitional Committees are advisory to the Co-operative Executive, and the workplans should focus on key topics for the administration, aligned to the One Year Plan; and are achievable within the capacity of Transitional Committees – approximately 6 meetings during 2021/22.

The draft work plan here sets out the topics and workstreams the Committee has considered. Current activity is a focus on Customer Experience with additional evidence gathering outside of the meetings, and the Customer Experience Standards and Expectations item on this agenda. There is one meeting remaining and the Committee may wish to consider and discuss the key content of that agenda, for example continuing the customer experience activity and determine outcomes to advise the Executive and next year's Committees on standards and expectations for our customers, and/or identify a further item for consideration.

The Committee is being asked to:

Consider, comment on the draft work plan for the Our Council Transitional Committee and agree key content for agenda of last meeting

Background Papers: none

Category of Report: OPEN

Transitional Committee 1 – Our Council
Meeting Dates 2022: 10th February @ 4:00pm, 10th March @ 4:00pm
Chair: Zahira Naz & Dawn Dale. Deputy: Christine Gilligan-Kubo
Exec Members: Terry Fox, Julie Grocutt, Cate McDonald
Senior Lead Officer: Eugene Walker, Executive Director of Resources

Draft Work Plan

Our Future Approach to Priority Budgeting	Discussion on longer term priorities that will inform priority based budgets.	Considered October 14 th meeting
Customer Experience	<p>To advise on how we can deliver the One Year Plan commitment to improve customer experience.</p> <p>Initial briefing session on aims, objectives, progress and priorities re Customer Experience Programme – leading to development of Committee’s focus and approach.</p> <p>Workgroup evidence sessions – themed</p> <p>Customer Service Standards and Expectations – the future experience of a customer – 10th February 2022 and 10th March 2022?</p>	<p>Initial briefing session October 14th meeting – committee agreed 3 priority areas of customer service, with an overarching ask for members to define standards and expectations of customer service:</p> <p>1. Revenue and Benefits, including improvements to debt pathway, 2. Housing Repairs and Maintenance, what is the journey to getting a repair done, 3. Customer Service Experience, starting with customer complaints data</p> <p>Work group first meet February 2022 – to continue?</p> <p>Visit to Call Centre – virtual or physical can be accommodated in groups of 3 – members of Committee to express interest – still to be arranged if required?</p>

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Performance Management	To advise on how we can deliver the One Year Plan commitment to establish a robust performance approach and culture in the organisation to drive improvement, accountability and deliver better services for Sheffielders.	9th December meeting
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