



## Report to Our Council Transitional Committee

11<sup>th</sup> November 2021

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**Report of:** Policy & Improvement Officer

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**Subject:** Draft Work Plan

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Transitional Committees are being 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 topics, workstreams in the policy areas under the remit of the Committee. The Committee have agreed ways of working for two workstreams already, a third topic is subject of the meeting today and it is open to the Committee to consider how you might carry out further work on this within the municipal year. The work plan is a living document and will come to each meeting of the Transitional Committee for consideration and discussion.

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**The Committee is being asked to:**

Consider, comment, and inform ways of working on the draft work plan for the Our Council Transitional Committee.

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Background Papers: none

Category of Report: OPEN

**Transitional Committee 1 – Our Council****Meeting Dates 2021: 14th October @ 4:00pm; 11th November @ 4:00pm; 9th December @10:00am****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 <sup>th</sup> meeting – agreed a One-off meet with Chair (and policy support) to decide what these priorities could be within remit of Committee
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>Considered October 14<sup>th</sup> meeting – committee agreed workgroups running alongside each other on 3 areas of customer service, with an overarching ask for members to define standards and expectations of customer service. Three areas of focus:</p> <ol style="list-style-type: none"><li>1. Revenue and Benefits, including improvements to debt pathway</li><li>2. Housing Repairs and Maintenance, what is the journey to getting a repair done</li><li>3. Customer Service Experience, starting with customer complaints data</li></ol>
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.	<b>November 11th meeting</b>