



Report to Our Council Transitional Committee 10th March 2022

Report of: Policy & Improvement Officer

Subject: Our Council Transitional Committee Activity Report March 2022

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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 were advisory to the Co-operative Executive, and the workplans focused on key topics for the administration, aligned to the One Year Plan. This report sets out the core activity of work this temporary Transitional Committee considered. The Committee's focus of work was around Customer Experience and Customer Service.

The Committee is being asked to:

Note the content of this report on the core activity of the Our Council Transitional Committee 2021/22

Background Papers: none

Category of Report: OPEN

Transitional Committee 1 – Our Council
Meeting Dates 2021/2022: 14th October, 9th December 2021, 10th February, 10th March 2022
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 and Customer Service	<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</p> <p>Briefing on Technology options and visit to Call Centre – to be arranged for the Committee before end of municipal year</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 evidence sessions held November, January, February that inform concluding session 10th March 2022</p> <p>Customer Service Standards and Expectations – the future experience of a customer, whole Committee sessions 10th February 2022 and 10th March 2022 – to determine what standards and expectations should look like, advise, and inform the ongoing work of the Council in Customer Service.</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 Sheffield people	Considered 9 th December meeting
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