



## Report to Customers and Communities Committee

7 November 2013

**Title:** Forward Plan

**Report of:** Managing Director

### Purpose of report

1. To note the forward plan of reports which will be presented to Customers and Communities Committee during the next year.

### Background

2. The committee agreed, at its meeting held on 2 February 2011 that a forward plan of reports it will receive at future meetings become a standing item on every committee agenda.
3. Attached as an Appendix to this report is a forward plan of reports that will be presented to meetings of this committee during the next year. This will not be an exhaustive list of reports and there will clearly be a number of other items of business that the committee will be required to consider during the course of the next year. It will however give the committee an idea of forthcoming business. It will also assist officers when planning in business and meetings to avoid when there is a lot of business.

### Outstanding Issues

4. The committee noted in its last Forward Plan that the following issues would be discussed at this meeting: -
  - Complaints and Compliments Performance – End of Year Report 2012/13 – The Company have provided the Council with details of the complaints performance for 12/13 in order to inform the Council's Cabinet Report. This information together with details of a review of our approach to complaints will be the subject of a report to a future meeting of the Committee.

### Link to Values

5. This report relates to the following company value of being honest, accountable and transparent.

### **Risk Management Implications**

6. The forward plan will mitigate the risk of reports not being planned into the committee cycle.

### **Value for Money Implications**

7. There are no value for money implications directly arising from this report.

### **Equality and Diversity Implications**

8. Equality and diversity implications will be addressed separately in future reports.

### **Financial Implications**

9. There are no financial implications directly arising from this report.

### **Health Implications**

10. There are no health implications directly arising from this report.

### **Environmental Implications**

11. There are no environmental implications arising from this report.

### **Consultation carried out**

12. Lead officers within the company have identified reports for future meetings of this committee.

### **Impact on Customers**

13. There is no impact on customers as a result of compiling this report.

### **Recommendation**

14. It is recommended that the forward plan be noted.

### Customers and Communities Committee Forward Plan

<b>Customers and Communities Committee</b>	<b>Issues to be discussed</b>
27 February 2014	<ul style="list-style-type: none"> <li>• TALISMAN – Review of Voids</li> </ul>
May 2014 (date still to be agreed)	<ul style="list-style-type: none"> <li>• Grounds Maintenance Service Agreement 2014-15</li> <li>• Complaints and Compliments Performance – End of Year Report 2013-14</li> <li>• Moving Forward Training Programme</li> <li>• Mystery Shopping 2013-14</li> </ul>
September 2014 (date still to be agreed)	<ul style="list-style-type: none"> <li>• Estate Activity Report – April 2013 to March 2014</li> <li>• Sheltered Housing Service – Year End Update 2013/14</li> </ul>
November 2014 (date still to be agreed)	<ul style="list-style-type: none"> <li>• Moving Forward Training Programme – Six Monthly Update</li> </ul>
<p>The following reports are taken to every meeting:</p> <ul style="list-style-type: none"> <li>• Anti-Social Behaviour Progress Report</li> <li>• Customer Involvement Activity</li> </ul>	