

## AGENDA

### Customer Services Subcommittee

Wednesday 13<sup>th</sup> November 2024 10.00am -12.00 Noon

MS Teams ONLY

<b>Core Members</b>	
<b>Paul Hayward</b> – Co-optee Board Member & Interim Chair (PH)	<b>Tom Forty</b> – Director of Operations (TF)
<b>Richard Amos</b> – Tenant Board Member (RA)	<b>Jo Grivell</b> – Executive Assistant and Minute Taker (JG)
<b>Lynn Fonseca</b> – Tenant Board Member (LF)	<b>Mitch Allan</b> – Assistant Director of Housing (MA)
<b>Jenny Daisley</b> – Client officer (Housing) (JD)	<b>Ros Jones</b> – Corporate Director (RJ)
	<b>Ruth Phillips</b> - Head of Corporate Services (RP)
<b>Apologies</b>	

<b>Presenters</b>	
<b>David Moran</b> – IT & Business Transformation Manager (DM)	

Agenda Number	Item Title	Presenter	Report or Verbal	Decision or Discussion	Time
1.	Welcome and apologies	PH	Verbal	Discussion	10.00
2.	Declarations of Interest	PH	Verbal	Discussion	
3.	Minutes of Last Meeting	PH	Verbal	Discussion	10.05

4.	Operational Performance review	DM	Report	Discussion	10.15
5.	One Housing Update	DM	Report	Discussion	10.25
6.	Voice of the Customer Report	RJ	Report	Discussion	10.35
7.	Customer Insight – Customer data profile	RP	Report	Discussion	10.45
8.	Operational Risk Register	TF	Report	Discussion	10.55
9.	Neighbourhood Management Report	MA	Report	Discussion	11.05
10.	Strategy Delivery Programme Update	RP	Report	Discussion	11.15
11.	AOB	All	Verbal		11.30