

TO:- Overview & Scrutiny Committee

Councillor Mike Davies , Councillor Philip Davis , Councillor Andrew Adams , Councillor Helen Adams , Councillor Penny Allen , Councillor Jeff Ashley , Councillor Meg Barrow , Councillor Barry Bond M.B.E. , Councillor John Brindle , Councillor Gary Burnett , Councillor Val Chapman , Councillor Bob Cope , Councillor Steph Dufty , Councillor Robert Duncan , Councillor Sue Duncan , Councillor Christopher Evans , Councillor Mark Evans , Councillor Warren Fisher , Councillor Sam Harper-Wallis , Councillor Dr Paul Harrison M.B.E. , Councillor Diane Holmes , Councillor Fiona Hopkins , Councillor Matthew Jackson , Councillor Victor Kelly , Councillor Dan Kinsey B.E.M , Councillor Vincent Merrick , Councillor John Michell , Councillor Rob Nelson , Councillor Martin Perry , Councillor Ray Perry , Councillor Gregory Spruce , Councillor Christopher Steel , Councillor Wendy Sutton , Councillor Sue Szalapski , Councillor Bernard Williams , Councillor Kath Williams

Notice is hereby given that a meeting of the Overview and Scrutiny Committee will be held as detailed below for the purpose of transacting the business set out below.

Date: Tuesday, 14 November 2023

Time: 18:30

Venue: Council Chamber, Council Offices, Wolverhampton Road, Codsall, South Staffordshire, WV8 1PX



D. Heywood
Chief Executive

AGENDA

Part I – Public Session

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| 1 | Minutes
To approve the Minutes of the Overview and Scrutiny Committee meeting on 26 September 2023. | 1 - 2 |
| 2 | Apologies

To receive any apologies for non-attendance. | |
| 3 | Declarations of Interest

To receive any declarations of interest. | |
| 4 | Customer Experience Improvement Programme Update
Presentation of the Assistant Director - Business Transformation and Digital Technology | |

5	Customer Experience Report of the Corporate Director - Chief Operating Officer	3 - 18
6	Peer Review Progress Update Report of the Corporate Director - Chief Operating Officer	19 - 34
7	Member Working Groups Update Report of the Member Working Groups Chairmen and Vice-Chairmen	35 - 38
8	Work Programme Report of the Corporate Director of Governance	39 - 42

RECORDING

Please note that this meeting will be recorded.

PUBLIC ACCESS TO AGENDA AND REPORTS

Spare paper copies of committee agenda and reports are no longer available. Therefore should any member of the public wish to view the agenda or report(s) for this meeting, please go to www.sstaffs.gov.uk/council-democracy.