

Minutes of the meeting of the **Overview & Scrutiny Committee** South  
Staffordshire Council held in the Council Chamber Community Hub,  
Wolverhampton Road, Codsall, South Staffordshire, WV8 1PX on Tuesday, 14 November 2023 at 18:30

**Present:-**

Councillor Jeff Ashley, Councillor Meg Barrow, Councillor John Brindle, Councillor Gary Burnett, Councillor Bob Cope, Councillor Mike Davies, Councillor Philip Davis, Councillor Steph Dufty, Councillor Robert Duncan, Councillor Sue Duncan, Councillor Christopher Evans, Councillor Mark Evans, Councillor Sam Harper-Wallis, Councillor Dr Paul Harrison, Councillor Diane Holmes, Councillor Fiona Hopkins, Councillor Matthew Jackson, Councillor Victor Kelly, Councillor Dan Kinsey, 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 Bernard Williams

**17 MINUTES**

**RESOLVED:** That the minutes of the meeting of the Overview and Scrutiny Committee held on 26 September 2023 be approved and signed by the Chairman.

**18 APOLOGIES**

Apologies for non-attendance were submitted on behalf of Councillors A Adams, H Adams, P Allen, B Bond, V Chapman, W Fisher, S Szalapski and K Williams.

**19 DECLARATIONS OF INTEREST**

There were no declarations of interest.

**20 CUSTOMER EXPERIENCE IMPROVEMENT PROGRAMME UPDATE**

The Committee received a presentation from the Assistant Director Business Transformation and Digital Technology.

**RESOLVED:** That the Overview and Scrutiny Committee note progress on the Customer Experience Improvement Programme.

**21 CUSTOMER EXPERIENCE**

The Committee received a report from the Corporate Director - Chief Operating Officer and Corporate Support Team Manager presenting a newly produced 'Our Customer Promise To You' policy document.

**RESOLVED:** That the Overview and Scrutiny support the Our Customer Promise to You and note the recommendations for roll-out.

**22 PEER REVIEW PROGRESS UPDATE**

The Committee received the update of the Corporate Director - Chief Operating Officer on the Peer Review progress meeting feedback from the Local Government Association peer review team.

**RESOLVED:** That the Overview and Scrutiny Committee note the content

of the Peer Review Progress Report.

23     **MEMBER WORKING GROUPS UPDATE**

The Committee received an update from the Member Working Groups Chairmen and Vice Chairmen.

**RESOLVED:** That the Overview and Scrutiny Committee note the progress to date of the Member Working Groups on the Council Plan, Community Engagement, and, Climate Change.

24     **WORK PROGRAMME**

The Committee received a report from the Corporate Director of Governance.

**RESOLVED:** That the Overview and Scrutiny Committee note the report.

The Meeting ended at: 19:25

**CHAIRMAN**