



Report of the Chair

Corporate Services & Financial Resilience Service Transformation Committee – 23 April 2024

Work Plan 2023-2024

Committee Meeting	Work Programme item	Expected output	Cabinet Member and Lead Officer
20 June 2023	Policy Commitments: Human Rights City	Contribute to the HRC 2024+ action plan	Cllr Elliott King Lee Wenham
25 July 2023	Digital Transformation: Customer Charter and Service Standards.	Contribute to development of Customer Service standards and service design to ensure people can and do access our services digitally	Cllr Andrea Lewis Lee Wenham & Sarah Lackenby
26 Sept 2023	a) Coproduction: Next Steps b) Medium Term Financial Plan: Presentation of background paper as preparation for meeting in October	Contribute to the council's next steps in coproduction post the CoPro Lab project	Cllr Hayley Gwilym / Lee Wenham Ben Smith
31 October 2023	Meeting Cancelled		

12 December 2023	Digital transformation: Customer Services / Communication and Engagement with the Public Customer Charter and Service Standards Framework	Contribute to development of Customer Service standards and service design to ensure people can and do access our services digitally	Cllr Andrea Lewis Lee Wenham & Sarah Lackenby
12 December 2023	Coproduction: Final Report.	Consideration prior to submission to Cabinet in January 2024.	Cllr Hayley Gwilym / Lee Wenham
23 January 2024	Workforce and OD Transformation Programme: Leadership and Management Development	Contribute to the development of new leadership behaviours and a new learning and development offer	Cllr David Hopkins Rachael Davies
23 January 2024	Medium Term Financial Plan: Update		Cllr Rob Stewart Ben Smith
27 February 2024	Meeting Cancelled.		
23 April 2024	Annual Report 2023- 2024.	Summary of activity and outcomes from 2023-24 work programme	Lee Wenham & Emily Davies