**Decisions taken by the Committee – April 2024**

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| **CSC.015/24** | **Minutes from the meeting held on 23 January 2024 and 27 February 2024**  **The committee approved the minutes for 23 January 2024 and approved the minutes of 27 February 2024 subject to some amendments.** |
| **CSC.016/24** | **Matters arising**  **The Committee confirmed they are comfortable that the current matters arising can now be removed from the rolling agenda.** |
| **CSC.019/24** | **COO overview report**  **The Committee noted the report and approved the recommended changes to the service standards subject to some clarification.** |
| **CSC.020/24** | **Voice of the customer**  **The committee noted the report.** |
| **CSC.021/24** | **Performance update against 12 service standards (including year-end compliance and repairs)**  **The committee noted the report.** |
| **CSC.022/24** | **Action plan for development of customer influence strategy**  **The committee noted the report.** |
| **CSC.023/24** | **VIVID Impact scrutiny reviews**  **The committee noted the report.** |
| **CSC.024/24** | **Customer Service Committee Self-Assessment**  **The Committee noted the report and agreed it would be amended.** |