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

|  |  |
| --- | --- |
| **CSC.042/24** | **COO Overview Report**  **The Committee discussed and noted the contents of the report. They agreed to recommend an increase in the Membership of the Committee from three customer members to six.** |
| **CSC.043/24** | **Voice of Customer Report**  **The Committee noted the report.** |
| **CSC.044/24** | **Customer Influence**  **The Committee noted the report.** |
| **CSC.045/24** | **Performance against 12 service standards**  **The Committee noted the performance report.** |
| **CSC.046/24** | **The role of the neighbourhood officers**  **The Committee noted the presentation.** |
| **CSC.047/24** | **Annual CSC report on Complaints Performance**  **The Committee noted the summary performance and the changes in process to our complaint service to improve standards.** |
| **CSC.048/24** | **Asset Management Update – EPC Work**  **The Committee noted the report.** |
| **CSC.049/24** | **P25 Update**  **The Committee noted the progress and status of P25.** |