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

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| **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.** |