**Housing and Homelessness Panel Work Plan**</PI34>

NB This work plan is provisional and is subject to change, usually relating to changes on the Cabinet Forward Plan. Changes made outside meetings are agreed between the Scrutiny Officer and the Chair.

Cabinet items beyond two months in advance are not included on the work plan owing to the greater potential they they will move or that alternative items of higher priority will arise in the meantime.

**24 April 2022**

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| Agenda item | Cabinet item | Description | Cabinet portfolio | Lead officer |
| Tenant Involvement and Empowerment  | No | An update on the report of March 2022 | Housing | Nerys Parry, Head of Housing Services |
| Customer Care and Complaints | No | A report on the introduction of the customer care and complaints officer post and the processes which are now in place regarding performance management. | Housing | Nerys Parry, Head of Housing Services |