

## Housing and Homelessness Panel Work Plan

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.

**15 June 2023**

6

Agenda item	Cabinet item	Description	Cabinet portfolio	Lead officer
Tenant Involvement and Empowerment	No	An update on the Housing and Homelessness Panel <a href="#">commissioned report of March 2022</a>	Housing	Nerys Parry, Head of Housing Services; Wendy Hind, Tenant Involvement Manager
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; Wendy Hind, Tenant Involvement Manager

### Criteria

The following TOPIC criteria may be used by the Scrutiny Committee to evaluate and prioritise suggested topics:

- **Timely** – is it timely to consider the issue?
- **Oxford priority** – is it a council priority or relates to an essential service?
- **Public interest** – is it of significant public interest?
- **Influence** – can Scrutiny have a meaningful influence and add value?
- **Cost** – is there a significant financial impact or an area of high expenditure?

This page is intentionally left blank