

Item 203b/09

Summary of Customer Services Committee Meeting 2nd September 2009

In Attendance Committee: Sheila Large, Marie Wright, Stef Nelson	Apologies Committee: Steve Licence
In Attendance HHT: Noel Sharpe, Teresa Tierney, Simon Edge, Katie Hamlett, Carole Galsworthy	Apologies HHT: None
Subject	Key Issues
Financial Inclusion Strategy Action Plan	<ul style="list-style-type: none"> • Committee approved the Financial Inclusion Strategy Action Plan
Children and Young People's Plan	<ul style="list-style-type: none"> • Committee approved Halton's Children and Young People's Plan April 2009 – March 2011
Safeguarding Children and Vulnerable Adults Presentation	<ul style="list-style-type: none"> • The presentations highlighted the outcomes from the gap analysis to ensure the Trust can deliver its responsibilities under the Children's and Young People's Plan
Lettings and Allocations Review Update Presentation	<ul style="list-style-type: none"> • An update was provided on progress against the action plans to secure short, medium and long term improvements
External Boundaries Presentation	<ul style="list-style-type: none"> • Committee were updated on the consultation exercise that has taken place and the next steps in the project
Customer Involvement Strategy Update	<ul style="list-style-type: none"> • Committee noted the report