

# Brighton & Hove City Council

## Policy & Resources

### Committee

Date of meeting 16 March 2023

## Agenda Item 146

### LABOUR GROUP AMENDMENT

#### Future Ways of Working

That the relevant changes are made to the recommendations as shown below in ~~strikethrough~~ and ***bold italics***:

#### Recommendations:

- 2.1 That the Policy & Resources Committee:
- 2.2 Note the progress that has been made by the Future Ways of Working Programme.
- 2.3 Note the continued work to optimise the use of the council's office space and the 'Operational Accommodation Strategy' (see Appendix 2).
- 2.4 ***Requests additional work be undertaken before this committee Approves the refreshed Customer Experience Strategy, including resident focus groups, an improved customer promise with measurable metrics, and learnings from other local authorities*** (see Appendix 3).

Proposed by: Cllr Appich

Seconded by: Cllr Allcock

#### Recommendations to read if carried:

- 2.1 That the Policy & Resources Committee:
- 2.2 Note the progress that has been made by the Future Ways of Working Programme.
- 2.3 Note the continued work to optimise the use of the council's office space and the 'Operational Accommodation Strategy' (see Appendix 2).
- 2.4 Requests additional work be undertaken before this committee Approves the refreshed Customer Experience Strategy, including resident focus groups, an improved customer promise with measurable metrics, and learnings from other local authorities (see Appendix 3).

