

## Cabinet Response to Scrutiny Recommendations

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| <b>To:</b>                       | Cabinet Member for Corporate Overview and Performance |
| <b>From:</b>                     | Corporate Overview and Performance Scrutiny Committee |
| <b>Date of Scrutiny Meeting:</b> | 14 <sup>th</sup> September 2023                       |
| <b>Report Topic:</b>             | Customer Service Strategy for the Council             |

### Scrutiny Committee consideration:

The Corporate Overview and Performance Scrutiny Committee were presented with the Council Customer Services Strategy 2023-2027 and the associated Customer Standards and Charter and were asked to consider the report and recommend for approval.

### Scrutiny Committee Recommendation:

The Committee accepted the report and endorsed the Customer Services Strategy 2023-2027 and the associated Customer Standards and Charter for approval by Cabinet.

### Cabinet Response to Scrutiny Committee recommendations

Please indicate by ticking the relevant box, whether the recommendation will be accepted, rejected or accepted in part, and provide detail where required.

| <b>Recommendation Accepted</b> | <b>Recommendation Rejected</b><br>(include reason for rejection and Council decision – Cabinet Member to be invited to scrutiny committee) | <b>Recommendation Accepted in Part</b><br>(include detail and what the full decision is – Cabinet Member to be invited to scrutiny committee) |
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