

Cabinet Response to Scrutiny Recommendations

To:	Cabinet Member for Corporate Overview and Performance
From:	Corporate Overview and Performance Scrutiny Committee
Date of Scrutiny Meeting:	14 th September 2023
Report Topic:	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.

Recommendation Accepted	Recommendation Rejected (include reason for rejection and Council decision – Cabinet Member to be invited to scrutiny committee)	Recommendation Accepted in Part (include detail and what the full decision is – Cabinet Member to be invited to scrutiny committee)
✓		