

Overview & Scrutiny Recommendation Response Pro forma

Under section 9FE of the Local Government Act 2000, Overview and Scrutiny Committees must require the Cabinet or local authority to respond to a report or recommendations made thereto by an Overview and Scrutiny Committee. Such a response must be provided within two months from the date on which it is requested¹ and, if the report or recommendations in questions were published, the response also must be so.

This template provides a structure which respondents are encouraged to use. However, respondents are welcome to depart from the suggested structure provided the same information is included in a response. The usual way to publish a response is to include it in the agenda of a meeting of the body to which the report or recommendations were addressed.

Issue: **Customer Service Centre Update**

Lead Cabinet Member(s): **Cllr Dan Levy, Cabinet Member for Finance, Property and Transformation; Cllr Neil Fawcett, Deputy Leader and Cabinet Member for Resources**

Date response requested:² **16 June 2026**

Response to report:

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¹ Date of the meeting at which report/recommendations were received

² Date of the meeting at which report/recommendations were received

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Response to recommendations

Recommendation	Accepted, rejected or partially accepted	Proposed action (if different to that recommended) and indicative timescale (unless rejected)
1. That the Cabinet ensures that there is full transparency over whether a caller to the Council is interacting with an AI voicebot or a human.		