

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: Draft Customer Experience Strategy

Lead Cabinet Member(s): Cllr Neil Fawcett, Cabinet Member for Community and Corporate Services

Date response requested:² 27 February 2024

Response to report:

Enter text here.

Response to recommendations:

Recommendation	Accepted, rejected or partially accepted	Proposed action (if different to that recommended) and indicative timescale (unless rejected)
That the Council reviews within the Customer Experience Strategy - and more		

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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widely - its use of the word 'customers' as the preferred term to refer to those in receipt of collectively paid-for public services.		
That the Council takes further measures to increase public understanding of its financial limitations		
That the Council works more closely with district/city and town/parish councils to reduce for residents the impact of the complexity of multiple layers of local authority		
That the Council identifies the steps it can reasonably take to extend improvements in service standards to subcontractors.		
That the Council monitors the effectiveness of its complaints-handling as part of its Customer Experience Strategy.		
That the Council includes within its profiles of user groups those who are socio-economically disadvantaged, and those for whom English is a second or other language.		