

Report to: **Overview and Scrutiny**

Date: **25 June 2024**

Title: **Thematic Update: Customer Experience & Accessibility**

Portfolio Area: **Cllr Jeff Moody**  
**Lead Member Customer Experience & Accessibility**

Wards Affected: **All**

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## **RECOMMENDATIONS**

**That the Overview and Scrutiny Committee:**

- 1. Notes the progress update against the Customer Experience and Accessibility section of the Council Plan.**

### **1. Executive summary**

- 1.1 The Council adopted its Council Plan 2024-2028 in February 2024 alongside a one-year delivery plan for 2024-25.
- 1.2 As part of the Councils Performance Management Framework. It is set out that each theme within the Council Plan will be monitored through at least one meeting of the Overview and Scrutiny Committee during the year.
- 1.3 This single theme reporting compliments the overall reporting on progress which will be considered by the Hub Committee within the Integrated Performance Management report. In addition, Hub Lead Members have regular progress meetings with relevant officers to ensure that delivery remains on track.
- 1.4 This report sets out the progress against delivering specific actions in the Customer Experience and Accessibility theme (Appendix A)

### **2. . Implications**

Implications	Relevant to	Details and proposed measures to address
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	proposals Y/N	
Legal/Governance	Y	Progress reporting against the Council Plan is a key element of the Councils governance and oversight and ensures transparency in delivery.
Financial implications to include reference to value for money	N	There are no financial implications as a result of this report
Risk	Y	The report highlights some key risks in achieving specific actions within the Council Pla although none are considered significant at this stage.
Council Plan contribution	Y	Customer Experience & Accessibility
Consultation & Engagement Strategy	N	NA
Climate Change - Carbon / Biodiversity Impact	N	NA
<b>Comprehensive Impact Assessment Implications</b>		
Equality and Diversity		NA
Safeguarding		NA
Community Safety, Crime and Disorder		NA
Health, Safety and Wellbeing		NA
Other implications		NA

### **Supporting Information**

#### **Appendices:**

Appendix A: - Customer Experience & Accessibility Thematic Update June 2024

#### **Background Papers:**

None