

Report to: **Overview and Scrutiny**

Date: **25 June 2024**

Title: **Thematic Update: Core Services (Customer Service &IT)**

Portfolio Area: **Cllr Nicky Hopwood**  
**Lead Member Customer Service & IT**

Wards Affected: **All**

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## **RECOMMENDATIONS**

**That the Overview and Scrutiny Committee:**

- 1. Notes the progress update against the Core Services (Customer Service & IT) 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 Executive within the Integrated Performance Management report. In addition, Executive 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 Core Services theme delivery plan(Appendix A)

### **2. . Implications**

Implications	Relevant to proposals Y/N	Details and proposed measures to address

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 Plan although none are considered significant at this stage.
Council Plan contribution	Y	Core Services
Consultation & Engagement Strategy	N	NA
Climate Change - Carbon / Biodiversity Impact	N	NA
Comprehensive Impact Assessment Implications		
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: - Core Services Thematic Update June 2024

#### **Background Papers:**

None