

Recommendations of the Scrutiny Budget and Performance Panel

Corporate Strategy Quarterly Monitoring Report – Quarter 3 2021/2022

The Panel:

1. thanks the Leader and Chief Executive for attending, presenting their detailed report and answering questions;
2. asks that an update be provided on the technical issues affecting the Planning Portal;
3. looks forward to an update on the Digital Strategy performance;
4. requests that further ICT training be made available to Members;
5. is grateful for the offer to provide more detailed customer service performance data in the next quarterly report;
6. asks that the report be updated to clarify that the Council has established a credit union branch;
7. would like to see future reports provide examples of successes from across the Borough and celebrate the work of all the Community Hubs;
8. asks that further consideration be given to communicating the roles of the county council and district council and the service they provide.