

## Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
27 September 2018	5. CORPORATE RISK REGISTER	<p><b><u>Resolved:</u> - subject to the above observations</b></p> <p><b>(i) to note the proposed deletions, additions and amendments to the Corporate Risk Register (Appendix 1): and</b></p> <p><b>(ii) to recommend that the Corporate Risk Register, along with Performance Scrutiny Committee's observations, be presented to Cabinet Briefing at its meeting on 15 October for discussion.</b></p>	Lead Member and relevant officers informed of the Committee's recommendations
	6. CUSTOMER EFFORT DASHBOARD	<p><b><u>Resolved:</u> -</b></p> <p><b>(i) subject to the above observations and the actions identified above being progressed to receive the report; and</b></p> <p><b>(ii) to request that a report be presented to the Committee in twelve to fifteen months' time reviewing the implementation of the new Customer Relationship Management System and its performance in delivering efficient and effective customer focussed services in line with the product specification and the Council's expectations</b></p>	Lead Member and relevant officers advised of the Committee's recommendations and follow-up report provisionally scheduled into the Committee's forward work programme for its meeting in November 2019 (see Appendix 1)