

**MONITORING THE IMPLEMENTATION OF SCRUTINY RECOMMENDATIONS**

DATE OF REC	RECOMMENDATION	TARGET DATE	RESPONSIBLE OFFICER	UPDATE	RAG RATING
9.07.15	To establish a scrutiny review panel to consider Licensed Horse Drawn Carriages on the promenade.	October 2015	Chris Kelly	'In a day' Scrutiny review held on 14 <sup>th</sup> October 2015.	Green
10.09.15	With regards to the Annual Customer Feedback report, it was recommended that further work be undertaken with departments to encourage all services to follow the Council's complaints procedure and improve their compliant handling, particularly across those services which have changed due to restructures or where officers designated to deal with customer feedback have left the authority.	September 2016	Ruth Henshaw	To be incorporated within the 2015/2016 Annual Customer Feedback report	Amber
10.09.15	With regards to the Annual Customer Feedback report, it was recommended that further work needed to be done to encourage services to capture and act upon learning from complaints where appropriate so that services could be improved as a result.	September 2016	Ruth Henshaw	To be incorporated within the 2015/2016 Annual Customer Feedback report	Amber