

**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

21.01.16	To establish a Scrutiny Panel to review target setting for 2016/2017 and to consider the content of future performance reports.	Spring 2016	Chris Kelly / Sally Shaw	Panel Membership has been established. A meeting date had been established but has had to be rearranged. A suitable alternative date has now to be found.	Amber
21.01.16	To receive information on the calculated cumulative impact of budget cuts to Blackpool since 2011/2012 to be distributed amongst Members outside of the meeting.	Before next meeting.	Steve Thompson	The information was circulated to Committee Members on 29.01.16	Green
21.01.16	To request that information on disability hate crime and the measures being taken by the Partnership to tackle it, be included within the next Community Safety Partnership report.	For next report of the Community Safety Partnership (due 19.05.16)	Paolo Pertica	The information to be incorporated into the next Community Safety Partnership report.	Amber
21.01.16	To approve the recommended items for consideration from the Audit Committee (Road Asset Management Strategy and the impact of Channel Shift and the performance of Customer Services) and for those items to be incorporated into the Workplan.	As soon as appropriate data is available	John Blackledge / Marie McRoberts	The Road Asset Management Strategy is on The March Committee meeting agenda.  A report into the impact of Channel Shift and the performance of Customer Services is due to be received on 16.06.16	Amber
21.01.16	To approve and forward the final report of the Licensed Horse Drawn Hackney Carriages Scrutiny Review to the Executive.	February 2016	Chris Kelly	The report was considered by the Executive on 08.02.16 and it approved all of the recommendations contained within the report.	Green