

2.0 RECOMMENDATIONS

2.1 It is recommended that the Area Committee –

- a) Notes and considers the performance and supporting commentary as presented.
- b) Upon receipt of the Quarterly Performance Report the Area Committee contact either the Responsible Named Officer or Sonya Thomas with any queries.
- c) Note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Performance Report and Scorecard.

3.0 IMPLICATIONS

3.1

Head of Customer Support Services
7 February 2024

For further information, please contact:

Sonya Thomas

Organisation Development Project Officer - Customer Support Services

01546 604454

Appendix 1: FQ3 2023/24 H&L Performance Report