

**CABINET – 11TH JANUARY 2024**  
**Report of the Scrutiny Commission**

CORPORATE STRATEGY 2024 - 2028

Purpose of Report

To consider the comments and recommendations of the Scrutiny Commission in relation to the Corporate Strategy 2024 – 2028.

Recommendation of the Scrutiny Commission

That the Cabinet be informed that the Commission welcomes and supports the recommendations set out in the report of the Chief Executive.

Reason

The Commission, having carefully considered and asked questions on the report felt the Cabinet should approve the recommendations set out.

Meeting Discussion

- i. The Council had previously experienced some staff shortages in Customer Services which had meant that there were longer wait times for calls to be answered at times. These issues had been resolved and call waiting times had been reduced significantly, to around six minutes on average (this was during the busy period). The Council was always aiming to improve wait times for customers.
- ii. Public service organisations experienced staff retention issues due to higher rates of pay in the private sector. The Council did undertake exit interviews with staff and there were no clear patterns indicated. Staff leaving the organisation were doing so for a variety of personal reasons and therefore, it was difficult to put measures in place to increase staff retention. The Council was looking at initiatives involving interns and apprentices, which would enable recruits to develop through the organisation.
- iii. The Corporate Delivery Plan 2024/25 would include further operational detail on how the Corporate Strategy would be delivered. This was due to be submitted to Cabinet in March 2024 and identified as a pre-decision scrutiny item.

Policy Justification and Previous Decisions

Scrutiny Commission Procedure Rule 11.12 sets out the procedure by which a report of a Scrutiny Committee should be considered by Cabinet.

## Implementation Timetable including Future Decisions and Scrutiny

The information on this in the Cabinet report is not affected by the recommendation of the Scrutiny Commission.

### Report Implications

The following implications have been identified for this report.

#### *Financial Implications*

There are no further financial implications associated with the recommendation of the Scrutiny Commission.

#### *Risk Management*

There are no specific risks associated with the recommendations of the Scrutiny Commission.

Key Decision:	Yes
Background Paper:	Scrutiny Commission Minute 87 2023/24, 8th January 2024.
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