



## **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