



**CORPORATE SERVICES AND COST OF  
LIVING SCRUTINY REVIEW BOARD  
7 March 2024**

# ITEM 6

Report sponsor: Head of Democracy  
Report author: Democratic Services Officer

## **Customer Engagement Update**

### **Purpose**

- 1.1 To receive a presentation on the Customer Engagement.

### **Recommendations**

- 2.1 To consider the presentation.
- 2.2 To make any further comments or recommendations following discussions on the presentation received.

### **Reasons**

- 3.1 To update the Board on the current position.
- 3.2 To allow the Board an opportunity to make any further comments or recommendations.

### **Supporting information**

- 4.1 This presentation will provide an update on the Customer Engagement.

### **Public/stakeholder engagement**

- 5.1 None directly arising from this report.

### **Other options**

- 6.1 None.

### **Financial and value for money issues**

- 7.1 None directly arising from this report.

## Legal implications

8.1 None directly arising from this report.

## Climate implications

9.1 None directly arising from this report.

## Socio Economic implications

10.1 None directly arising from this report.

## Other significant implications

11.1 None directly arising from this report.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal Finance Service Director(s) Report sponsor Other(s)	Alex Hough - Head of Democracy	

Background papers:

List of appendices:

Appendix 1 – Customer Engagement Update Presentation