

**North Northamptonshire Council – Decisions taken by the Corporate Scrutiny Committee on Tuesday 9 April 2024**

| Agenda Item No | Topic  | Decision   |
|----------------|--|--|
| A5             | Children’s Trust Update  | <p><b>RESOLVED:</b></p> <ul style="list-style-type: none"> <li>(i) To note the NCT update for Period 10 (January 2024).</li> <li>(ii) To recommend to the Scrutiny Management Board that the Health Scrutiny Committee be requested to have a deeper look at the invoicing/outstanding payments from partners of the NCT.</li> </ul>   |
| A6             | Customer Services Operations Update  | <p><b>RESOLVED:</b></p> <ul style="list-style-type: none"> <li>(i) To note the progress that has been made to date in relation to customer services transformation.</li> <li>(ii) To recommend to the Scrutiny Management Board that the Corporate Scrutiny Committee receive an update on the Customer Relationship Management System (CRM) rollout in October/November 2024).</li> </ul> |
| A7             | Annual Review of the Performance Management Framework and Key Performance Indicators | <p><b>RESOLVED:</b></p> <p>To recommend the Performance Management Framework and 2024-25 KPI Set to the Executive.</p>   |
| A8             | Key Performance Indicators Report 2023/24 (Periods 9 and 10)                         | <p><b>RESOLVED:</b></p> <p>To note the performance of the Council and its services.</p>  |
| A9             | Budget Forecast Update 2023/24 (Period 10)   | <p><b>RESOLVED:</b></p> <p>To note the draft outturn report for 2023/24 as at Period 10.</p>   |

**North Northamptonshire Council – Decisions taken by the Corporate Scrutiny Committee on Tuesday 9 April 2024**

| Agenda Item No | Topic   | Decision  |
|----------------|---|---|
| A10            | Capital Programme Update 2023/24 – Period 9         | <p><b>RESOLVED:</b></p> <ul style="list-style-type: none"> <li>(i) To note the capital forecast for 2023/24 as at Period 9.</li> <li>(ii) To recommend to the Scrutiny Management Board that the Capital Programme and why it has failed to deliver be included on the Scrutiny Work Plan.</li> </ul> |
| A11            | Scrutiny Work Plan for Corporate Scrutiny Committee | <p><b>RESOLVED:</b></p> <p>To note the Scrutiny Work Plan as it relates to the Corporate Scrutiny Committee.</p>  |

Date: 17 April 2024