

## **Recommendations to Cabinet**

### **From Policy and Performance Scrutiny Panel**

#### **Annual Customer Compliments and Complaints**

- (1) Target for complaints handled outside of SLA should gradually be reduced from 25%.**

#### **Enforcement Performance Report**

- (1) Details of cases of proactive monitoring for community benefits to be included in quarterly performance reporting; and**
- (2) Ensuring LAC/Ward councilors have the opportunity to feed into the lessons learnt on major developments.**