

APPENDIX B**CORPORATE OVERVIEW AND SCRUTINY COMMITTEE - RECOMMENDATIONS MONITORING ACTION SHEET 2025-26**

Date of Meeting	Agenda Item	Action	Responsibility	Outcome	Response
11 Dec 2025	Corporate Performance Quarter 2 2025-26	The Committee recommended that consideration be given to the establishment of a Transformation and Change Working Group and that regular updates be provided to the Committee but that there be a separation of powers between the Group and the Committee to allow clear scrutiny of the process.	Chief Executive / Chief Officer – Legal and Regulatory, HR and Corporate Policy	Circulated for response. Chased.	
11 Dec 2025	Corporate Performance Quarter 2 2025-26	The Committee expressed concern regarding the performance against WBO2.1.4 relating to the handling of corporate complaints and that delays or failure to receive requested information from service areas appeared to be impacting on the ability to respond to complaints in a timely manner and requested a corporate response from the Chief Executive explaining how this will be addressed.	Chief Executive	Circulated for response. Chased.	