

OVERVIEW AND SCRUTINY PERFORMANCE PANEL

THURSDAY, 25TH SEPTEMBER 2014, 6.30 PM
COMMITTEE ROOM 1, TOWN HALL

AGENDA

APOLOGIES

1 **MINUTES**

(Pages 3 - 6)

To confirm the minutes of the Overview and Scrutiny Performance Panel meeting held on 10 July 2014 (enclosed)

2 **DECLARATIONS OF ANY INTERESTS**

Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.

If you have a pecuniary interest you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

3 **SCRUTINY FOCUS - CUSTOMER DISSATISFACTION**

(Pages 7 - 12)

Report of the Chief Executive (enclosed)

Councillor Graham Dunn, Executive Member for Customer and Advice Services will be in attendance at the meeting.

4 **MONITORING OF THE ORGANISATIONAL IMPROVEMENT PLAN 2014/15**

(Pages 13 - 30)

Report of the Chief Executive (enclosed)

5 **ANY URGENT BUSINESS PREVIOUSLY AGREED WITH THE CHAIR**

GARY HALL
CHIEF EXECUTIVE

Electronic agendas sent to Members of the Overview and Scrutiny Performance Panel Councillor John Walker (Chair), Councillor June Molyneaux (Vice-Chair) and Councillors Julia Berry, Mark Jarnell, Greg Morgan and Alistair Morwood.

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