

## Overview and Scrutiny Performance Panel

Thursday, 27th July 2023, 6.30 pm

Council Chamber, Town Hall, and [YouTube](#)

### Agenda

#### Apologies

- |   |  |                 |
|---|--|-----------------|
| 1 | <b>Minutes of meeting Thursday, 9 March 2023 of Overview and Scrutiny Performance Panel</b>  | (Pages 3 - 6)   |
| 2 | <b>Declarations of Any Interests</b><br><br>Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.<br><br>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 | <b>Performance Focus: Customer and Digital</b><br><br>To receive and consider the report of the Director of Change and Delivery.   | (Pages 7 - 16)  |
| 4 | <b>Quarter Four Performance Report</b><br><br>To receive and consider the report of the Director of Change and Delivery.   | (Pages 17 - 38) |
| 5 | <b>Any Urgent Business Previously Agreed with the Chair</b>  |                 |

Chris Sinnott  
Chief Executive

Electronic agendas sent to Members of the Overview and Scrutiny Performance Panel Councillor Aidy Riggott (Chair), Councillor Roy Lees (Vice-Chair) and Councillors Sarah Ainsworth, Arjun Singh, Kim Snape and Michelle Brown.

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