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Meeting	CORPORATE SCRUTINY COMMITTEE
Time/Day/Date	6.30 pm on Wednesday, 11 March 2020
Location	Council Chamber, Council Offices, Coalville
Officer to contact	Democratic Services (01530 454512)

AGENDA

Item	Pages
1. APOLOGIES FOR ABSENCE	
2. DECLARATION OF INTERESTS	
Under the Code of Conduct members are reminded that in declaring disclosable interests you should make clear the nature of that interest and whether it is pecuniary or non-pecuniary.	
3. PUBLIC QUESTION AND ANSWER SESSION	
To receive questions from members of the public under rule no.10 of the Council Procedure Rules. The procedure rule provides that members of the public may ask any question on any matter in relation to which the Council has powers or duties which affect the District, provided that three clear days' notice in writing has been given to the Head of Legal and Commercial Services.	
4. MINUTES	
To approve and sign the minutes of the meeting held on 08 January 2020.	3 - 8
5. MEMBER DEVELOPMENT ANNUAL UPDATE	
Report of the Democratic Services Manager	9 - 12
6. CUSTOMER SERVICES PERFORMANCE AND PROGRESS	
Report of the Head of Customer Services	13 - 30
7. 2019/20 Q3 PERFORMANCE REPORT	
Report of the Head of Human Resources and Organisational Development	31 - 72

8. ITEMS FOR INCLUSION IN THE FUTURE WORK PROGRAMME

To consider any items to be included in the work programme. The plan of forthcoming Cabinet decisions and the current work programme are attached for information.

73 - 80

Circulation:

Councillor R Boam (Chairman)
Councillor J Houlton (Deputy Chairman)
Councillor E G C Allman
Councillor A J Bridgen
Councillor R Johnson
Councillor V Richichi
Councillor S Sheahan
Councillor N Smith
Councillor M B Wyatt
Councillor D E J Tebbutt