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Meeting	CORPORATE SCRUTINY COMMITTEE
Time/Day/Date	6.30 pm on Thursday, 19 June 2025
Location	Abbey Room, Stenson House, London Road, Coalville, LE67 3FN
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 interests you should make clear the nature of that interest and whether it is a disclosable pecuniary interest, registerable interest or other interest.	
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 Support Services.	
4. MINUTES	
To approve and sign the minutes of the meeting held on 13 March 2025.	3 - 6
5. COUNCIL DELIVERY PLAN - PERFORMANCE REPORT - QUARTER 4 2024/25	
Report of the Head of Human Resources and Organisational Development	7 - 36
6. 2024/25 Q3 GENERAL FUND FINANCE UPDATE	
Report of the Head of Finance	37 - 78
7. CUSTOMER SERVICES ANNUAL REPORT	
Report of the Strategic Director of Resources	79 - 90

8.	CORPORATE COMPLAINTS AND FEEDBACK ANNUAL REPORT	
	Report of the Strategic Director of Resources	91 - 156
9.	PEER REVIEW FEEDBACK FOLLOW UP	
	Report of the Chief Executive	157 - 178
10.	SCRUTINY ANNUAL REPORT	
	Report of the Strategic Director of Communities	179 - 196
11.	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.	197 - 218

Circulation:

Councillor S Lambeth (Chair)
 Councillor M Ball (Deputy Chair)
 Councillor C Beck
 Councillor D Bigby
 Councillor M Burke
 Councillor K Horn
 Councillor A Morley
 Councillor R L Morris
 Councillor S Sheahan
 Councillor J Windram