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Meeting	CORPORATE SCRUTINY COMMITTEE
Time/Day/Date	6.30 pm on Thursday, 4 December 2025
Location	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 27 October 2025.	3 - 6
5. OUTSTANDING ACTIONS UPDATE	
To consider any outstanding items from previous meetings.	7 - 10
6. CABINET RESPONSE TO SCRUTINY RECOMMENDATIONS	
To receive Cabinet's response to recommendations made by the Corporate Scrutiny Committee.	11 - 16
7. CUSTOMER EXPERIENCE STRATEGY 2026 -2028	
Report of the Strategic Director of Resources	17 - 54

8.	COUNCIL DELIVERY PLAN - PERFORMANCE REPORT - 2025/26 QUARTER 2	
	Report of the Head of Human Resources and Organisational Development	55 - 82
9.	ENVIRONMENTAL POLICY	
	Report of the Head of Community Services	83 - 92
10.	ZERO CARBON UPDATE	
	Report of the Head of Community Services	93 - 118
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.	119 - 144

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