

**AGENDA**

**This meeting will be recorded and the video archive published on our website**

**Challenge and Improvement Committee  
Tuesday, 22nd May, 2018 at 6.30 pm  
Council Chamber - The Guildhall, Marshall's Yard, Gainsborough, DN21 2NA**

**Members:** To All Members

Committee Membership to be appointed at Annual Council on Monday 14 May, 2018

**1. Apologies for Absence**

**2. Minutes of the previous meeting**

- a)** Meeting of the Challenge and Improvement Committee (PAGES 3 - 7)  
held on 3 April 2018
- b)** Meeting of the Challenge and Improvement Committee (TO FOLLOW)  
held on 14 May 2018 (at the conclusion of Annual Council)

**3. Members' Declarations of Interest**

Members may make any declarations of interest at this point and may also make them at any point during the meeting.

**4. Matters Arising Schedule (PAGE 8)**

Matters arising schedule setting out current position of previously agreed actions as at 14 May 2018.

**5. Public Reports**

- a)** Customer Complaints Handling (PAGES 9 - 16)
- b)** Enforcement Cases - Benchmark for Timescales (PAGES 17 - 22)
- c)** Progress & Delivery Period 4 (PAGES 23 - 60)

**6. General Work Items**

- a)** Forward Plan (PAGES 61 - 67)
- b)** Committee Workplan (PAGE 68)

Mark Sturgess  
Head of Paid Service  
The Guildhall  
Gainsborough

Monday, 14 May 2018