

**AGENDA**

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

**Challenge and Improvement Committee  
Tuesday, 13th November, 2018 at 6.30 pm  
The Council Chamber - The Guildhall**

**Members:** Councillor Paul Howitt-Cowan (Chairman)  
Councillor Lewis Strange (Vice-Chairman)  
Councillor Mrs Angela White (Vice-Chairman)  
Councillor Bruce Allison  
Councillor David Bond  
Councillor Mrs Angela Lawrence  
Councillor Mrs Jessie Milne  
Councillor Roger Patterson  
Councillor Mrs Diana Rodgers  
Councillor Mrs Lesley Rollings  
Councillor Thomas Smith  
Councillor Mrs Anne Welburn

1. **Apologies for Absence**
2. **Minutes of the previous meeting**
  - a) Meeting of the Challenge and Improvement Committee (PAGES 3 - 8)  
held on 9 October 2018
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** (PAGES 9 - 10)

Matters arising schedule setting out current position of previously agreed actions as at 5 November 2018.

**5. Public Reports**

- a)** Customer Complaints Handling - Current Position (PAGES 11 - 21)
- b)** Selective Licensing - 12 Month Review (PAGES 22 - 32)

**6. General Work Items**

- a)** Forward Plan (PAGES 33 - 38)
- b)** Committee Workplan (PAGE 39)

Mark Sturgess  
Head of Paid Service  
The Guildhall  
Gainsborough

Monday, 5 November 2018