



**Guildhall Gainsborough
Lincolnshire DN21 2NA**

Tel: 01427 676676 Fax: 01427 675170

AGENDA

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

**Overview and Scrutiny Committee
Tuesday, 25th June, 2019 at 6.30 pm
Council Chamber - The Guildhall**

Members: Councillor Mrs Lesley Rollings (Chairman)
Councillor Mrs Diana Rodgers (Vice-Chairman)
Councillor Mrs Angela White (Vice-Chairman)
Councillor David Dobbie
Councillor Mrs Caralyne Grimble
Councillor Cherie Hill
Councillor Mrs Angela Lawrence
Councillor Keith Panter
Councillor Roger Patterson
Councillor Mrs Judy Rainsforth
Councillor Lewis Strange
Councillor Jeff Summers

1. Apologies for Absence

2. Minutes of the previous meeting

3 - 7

Meeting of the Challenge and Improvement Committee held on Tuesday, 2 April 2019

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

8

Matters arising schedule setting out current position of previously agreed actions as at 17 June 2019.

Agendas, Reports and Minutes will be provided upon request in the following formats:

Large Clear Print: Braille: Audio: Native Language

5. **Public Reports**

- | | | |
|------|---|---------|
| i) | Voice of the Customer Annual Report | 9 - 31 |
| ii) | Progress and Delivery Report - Period 4 2018/19 | 32 - 62 |
| iii) | Overview and Scrutiny Operating Methodology | 63 - 77 |

6. **General Work Items**

- | | | |
|-----|--------------------|---------|
| i) | Forward Plan | 78 - 87 |
| ii) | Committee Workplan | 88 - 89 |

Ian Knowles
Head of Paid Service
The Guildhall
Gainsborough

Monday, 17 June 2019