

Shropshire Council
Legal and Democratic Services
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

Date: Tuesday, 31 August 2021

**Committee:
Performance Management Scrutiny Committee**

Date: Wednesday, 8 September 2021
Time: 1.00 pm
**Venue: Shrewsbury Room, Shirehall, Abbey Foregate, Shrewsbury,
Shropshire, SY2 6ND**

You are requested to attend the above meeting.
The Agenda is attached

Members of the public will be able to access the live stream of the meeting by clicking on this link:

<http://shropshire.gov.uk/PerformanceManagementScrutinyCommittee8Sept21>

There will be some access to the meeting room for members of the press and public but this will be very limited in order to comply with Covid-19 regulations. **If you wish to attend the meeting please e-mail democracy@shropshire.gov.uk to check that a seat will be available for you.**

Tim Collard
Interim Assistant Director – Legal and Democratic Services

Members of Performance Management Scrutiny Committee

Claire Wild (Chairman)	Robert Macey
Joyce Barrow (Vice Chairman)	Alan Mosley
Julia Buckley	Peggy Mullock
Roger Evans	David Vasmer
Simon Jones	Leslie Winwood

Your Committee Officer is:

Amanda Holyoak
Tel: 01743 257714
Email: amanda.holyoak@shropshire.gov.uk

AGENDA

1 Apologies for Absence and Substitutions

2 Disclosable Pecuniary Interests

Members are reminded that they must not participate in the discussion or voting on any matter in which they have a Disclosable Pecuniary Interest and should leave the room prior to the commencement of the debate.

3 Minutes of Last Meeting

To approve the minutes of the Performance Management Scrutiny Committee meeting held on 7 July 2021 – TO FOLLOW

4 Public Question Time

To receive any questions, statements or petitions from the public of which members of the public have given notice. Deadline for notification for this meeting is Monday 6 October 2021 at 1.00 pm

5 Member Question Time

To receive any questions of which members of the Council have given notice. Deadline for notification for this meeting is 5.00 pm on Friday 3 September 2021

6 Annual Customer Feedback (Complaints, Comments and Compliments) Report 2020/21 (Pages 1 - 28)

To consider the Annual Customer Feedback (Complaints, Comments and Compliments) Report 2020/21, and identify topics that the committee would like to scrutinise in greater detail

Contact: Nigel Newman - Nigel Newman, Head of Communications & Engagement
nigel.newman@shropshire.gov.uk

7 Performance Management reporting

To receive an update on work to prepare a suite of performance indicators for future committee meetings

Contact: Alden.Whittaker-Brown, Assistant Director – Business Intelligence
alden.whittaker-brown@shropshire.gov.uk

8 Work Programme (Pages 29 - 32)

To consider proposals for the committee's work programme, attached

Contact: Danial Webb, Overview and Scrutiny Officer
Danial.webb@shropshire.gov.uk