

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

Date: 30 August 2024

Committee:
Transformation and Improvement Overview and Scrutiny Committee

Date: Monday, 9 September 2024
Time: 10.00 am
Venue: Shrewsbury/Oswestry Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND

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

There will be some access to the meeting room for members of the press and public, but this will be limited. If you wish to attend the meeting please email democracy@shropshire.gov.uk to check that a seat will be available for you.

Please click [here](#) to view the livestream of the meeting on the date and time stated on the agenda

The recording of the event will also be made available shortly after the meeting on the Shropshire Council Youtube Channel [Here](#)

Tim Collard
Assistant Director - Legal and Governance

Members of Transformation and Improvement Overview and Scrutiny Committee

Claire Wild (Chair)	Peggy Mullock
Joyce Barrow (Vice-Chair)	Tony Parsons
Thomas Biggins	Andrew Sherrington
Rosemary Dartnall	Dan Thomas
Roger Evans	Robert Tindall
Rob Gittins	

Your Committee Officer is:

Ashley Kendrick Democratic Services Officer

Tel: 01743 250893
Email: ashley.kendrick@shropshire.gov.uk

AGENDA

1 Apologies

2 Disclosable Interests

Members are reminded that they must declare their disclosable pecuniary interests and other registrable or non-registrable interests in any matter being considered at the meeting as set out in Appendix B of the Members' Code of Conduct and consider if they should leave the room prior to the item being considered. Further advice can be sought from the Monitoring Officer in advance of the meeting.

3 Minutes of Previous Meeting (Pages 1 - 4)

To confirm the minutes of the meeting held on 15 July 2024.

4 Public Question Time

To receive any questions from members of the public. Deadline for notification is 12 noon on Monday 2 September 2024.

5 Member Question Time

To receive any questions of which members of the Council have given notice. Deadline for notification is 12 noon on Monday 2 September 2024.

6 Financial Monitoring Report Quarter 1 2024/25

To scrutinise financial performance at Quarter 1 and identify issues that may require further investigation by an overview and scrutiny committee, **report to follow**

7 Performance Monitoring Report Quarter 1 2024/25

To scrutinise Performance at Quarter 1 and identify issues that may require further investigation by an overview and scrutiny committee, **report to follow**

8 Financial Monitoring Period 4

To scrutinise financial monitoring at Period 4 and identify issues that may require further investigation by an overview and scrutiny committee, **report to follow**

9 Capital Receipts and Income Strip

Members are asked to consider the capital receipts update set out in the report – **to follow**

10 Annual Customer Feedback (complaints) Report (Pages 5 - 48)

To receive and scrutinise the Annual Customer Feedback Report for 2023/24, explore trends and issues, and learning and improvements, and identify any emerging topics that would benefit from more detailed consideration by the relevant overview and scrutiny committee, report attached.

11 Alternative Budget 2025 - 26

To discuss the Alternative Budget process for 2025 – 26

12 Work Programme (Pages 49 - 50)

To consider proposals for the Committee's work programme 2024 – 2025, attached

13 Date of Next Meeting

To note that the next meeting is scheduled to take place on Monday 18 November 2024.