

Shropshire Council
Legal and Democratic Services
Guildhall,
Frankwell Quay,
Shrewsbury
SY3 8HQ

Date: 29 August 2025

Committee:
Transformation and Improvement Overview and Scrutiny Committee

Date: Monday, 8 September 2025

Time: 10.00 am

Venue: The Council Chamber, The Guildhall, Frankwell Quay, Shrewsbury, SY3 8HQ

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

David Minnery (Chair)	Chris Naylor
Dawn Husemann (Vice-Chair)	Charles Shackerley-Bennett
Ed Bird	Jon Tandy
Rosemary Dartnall	Beverley Waite
Gary Groves	Sam Walmsley
Malcolm Myles-Hook	

Your Committee Officer is:

Ashley Kendrick Democratic Services Officer

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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 - 8)

To confirm the minutes of the meeting held on 9 June 2025

4 Public Question Time

To receive any questions from members of the public. Deadline for notification is 12 noon on Tuesday 2 September 2025

5 Member Question Time

To receive any questions of which members of the Council have given notice. Deadline for notification is 12 noon on Tuesday 2 September 2025

6 Financial Monitoring Report Quarter 1 2025/26

To scrutinise the Financial Monitoring report for Quarter 1 and identify issues that may require further investigation by a scrutiny committee

REPORT TO FOLLOW

7 Financial Monitoring Period 4

To scrutinise performance at Period 4 and identify issues that may require further investigation by an overview and scrutiny committee

REPORT TO FOLLOW

8 Performance Monitoring Report Quarter 1 2025/26

To scrutinise the Performance Report and identify issues that may require further investigation by an overview and scrutiny committee

REPORT TO FOLLOW

9 Annual Customer Feedback (complaints) Report (Pages 9 - 56)

Report attached

10 Work Programme (Pages 57 - 58)

To consider proposals for the Committee's work programme 2025 – 2026, attached

11 Date of Next Meeting

17 November 2025 at 10.00 am