



## **Oversight and Governance**

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## **Performance, Finance and Customer Focus Overview and Scrutiny Committee**

Wednesday 20 March 2019  
3.00 pm  
Warspite - Council House

### **Members:**

Councillor Ball, Chair

Councillor Winter, Vice Chair

Councillors Darcy, Derrick, Kelly, Singh, R Smith, Kate Taylor and Vincent.

Members are invited to attend the above meeting to consider the items of business overleaf.

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### **Tracey Lee**

Chief Executive

## **Performance, Finance and Customer Focus Overview and Scrutiny Committee**

### **1. Apologies**

To receive apologies for non-attendance submitted by Councillors.

### **2. Declarations of Interest**

Councillors will be asked to make any declarations of interest in respect of items on the agenda.

### **3. Minutes (Pages 1 - 6)**

The Committee agreed the minutes of the meeting held on 13 February 2019.

### **4. Chair's Urgent Business**

To receive reports on business which in the opinion of the Chair, should be brought forward for urgent consideration.

### **5. Corporate Plan 2018-22 Quarter 3 (Pages 7 - 68)**

### **6. Customer Services (Complaints/Improvement to Delivery of Services) (Pages 69 - 78)**

### **7. Safer Plymouth (Pages 79 - 96)**

### **8. Customer Experience Programme Update (To Follow)**

### **9. Work Programme (Pages 97 - 98)**

### **10. Tracking Decisions (Pages 99 - 100)**