

5 February 2018.

Dear Councillor,

A meeting of the **SCRUTINY COMMITTEE FOR CUSTOMER SERVICES AND SERVICE DELIVERY** will be held in the **Council Chamber** at these offices on **TUESDAY, 13 FEBRUARY 2018 at 7.00 p.m.**, when your attendance is requested.

Yours sincerely,

KATHRYN HALL

Chief Executive.

A G E N D A

1. To note Substitutes in Accordance with Council Procedure Rule 4 - Substitutes at Meetings of Committees etc.
2. To receive apologies for absence.
3. To receive Declaration of Interests from Members in respect of any matter on the Agenda.
4. To confirm the Minutes of the meeting of the Committee held on 22 November 2017.
5. To consider any items that the Chairman agrees to take as urgent business.
6. Digital Programme 2018/19 Including Overview of GDPR Preparations
7. Overview of Complaints – 2016/2017
8. Scrutiny Committee for Customer Services and Service Delivery Work Programme 2017/18.
9. Questions pursuant to Council Procedure Rule 10 due notice of which has been given.

To: **Members of the Scrutiny Committee for Customer Services and Service Delivery** - Councillors M. Belsey, Bennett, Binks, Boutrup, Bradbury, Catharine, Ellis, Fussell, Holden, Anthea Lea, Llewellyn-Burke, Mundin, Page, Sweatman, Trumble.