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15 January 2019

Dear Councillor,

A meeting of **SCRUTINY COMMITTEE FOR CUSTOMER SERVICES AND SERVICE DELIVERY** will be held in the **COUNCIL CHAMBER** at these offices on **WEDNESDAY, 23<sup>RD</sup> JANUARY, 2019** at **7.00 pm** when your attendance is requested.

Yours sincerely,  
KATHRYN HALL  
Chief Executive

**A G E N D A**

	<b>Pages</b>
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 7 November 2018	<b>3 - 6</b>
5. To consider any items that the Chairman agrees to take as urgent business	
6. Future Proposed Approach for the Collection of Textiles and Small Waste Electricals and Electronic Equipment	<b>7 - 12</b>
7. Review of Customer Services across the Council	<b>13 - 16</b>
8. Scrutiny Committee for Customer Services and Service Delivery Work Programme 2018/19	<b>17 - 18</b>
9. Questions pursuant to Council Procedure Rule 10 due notice of which	

has been given.

To: **Members of Scrutiny Committee for Customer Services and Service Delivery:**  
Councillors A Boutrup (Chairman), M Belsey (Vice-Chair), J Belsey, L Bennett, M Binks,  
P Bradbury, C Catharine, B Forbes, C Fussell, S Ellis, G Heard, Anthea Lea, H Munding,  
K Page and D Sweatman