
30 January 2020

Dear Councillor,

A meeting of **SCRUTINY COMMITTEE FOR COMMUNITY, CUSTOMER SERVICES AND SERVICE DELIVERY** will be held in the **COUNCIL CHAMBER** at these offices on **WEDNESDAY, 5TH FEBRUARY, 2020 at 7.00 pm** when your attendance is requested.

Yours sincerely,
KATHRYN HALL
Chief Executive

A G E N D A

Pages

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|----|--|----------------|
| 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 consider any items that the Chairman agrees to take as urgent business. | |
| 5. | Questions pursuant to Council Procedure Rule 10 due notice of which has been given. | |
| 6. | Overview of Complaints – 2018/2019 | 3 - 6 |
| 7. | Air Quality | 7 - 20 |
| 8. | Equality and Diversity Scheme 2020-24 | 21 - 52 |
| 9. | Scrutiny Committee for Community, Service Delivery & Customer Service - Work Programme | 53 - 54 |

To: **Members of Scrutiny Committee for Community, Customer Services and Service Delivery:** Councillors A Boutrup (Chair), Anthea Lea (Vice-Chair), L Bennett, P Chapman, R Clarke, B Dempsey, S Ellis, I Gibson, J Henwood, T Hussain, J Mockford, M Pulfer, S Smith, A Sparasci and D Sweatman