

28 February 2023

Meetings of Council Committees are broadcast live through the Mid Sussex District Council's YouTube channel. Limited space is available to observe proceedings in-person. Those wishing to do so must reserve a seat by completing a [Registration Form](#) by 4pm on the working day prior to the meeting.

Dear Councillor,

A meeting of **SCRUTINY COMMITTEE FOR LEADER, DEPUTY LEADER & HOUSING AND CUSTOMER SERVICE** will be held in the **COUNCIL CHAMBER** at these offices on **WEDNESDAY, 8TH MARCH, 2023 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 Declarations of Interests from Members in respect of any matter on the Agenda. | |
| 4. | To confirm the minutes of the meeting held on 11 January 2023. | 3 - 8 |
| 5. | To consider any items that the Chairman agrees to take as urgent business. | |
| 6. | Overview of Complaints - 2021/2022. | 9 - 18 |
| 7. | Performance Monitoring for the Third Quarter of 2022/23. | 19 - 38 |
| 8. | Equality and Diversity Progress Report 2022. | 39 - 58 |

9. Questions pursuant to Council Procedure Rule 10.2 due notice of which has been given.

To: **Members of Scrutiny Committee for Leader, Deputy Leader & Housing and Customer Service:** Councillors J Knight (Chair), M Pulfer (Vice-Chair), A Bennett, H Brunsdon, P Coote, A Eves, J Henwood, S Hicks, R Jackson, Andrew Lea, C Phillips, S Smith, L Stockwell, C Trumble and R Whittaker