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PUBLIC

To: Members of Improvement and Scrutiny Committee - Resources

Wednesday, 9 September 2020

Dear Councillor,

Please attend a meeting of the **Improvement and Scrutiny Committee - Resources** to be held at **10.00 am** on **Thursday, 17 September 2020.** This meeting will be held virtually. As a member of the public you can view the virtual meeting via the County Council's website. The website will provide details of how to access the meeting., the agenda for which is set out below.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'S Hobbs', written over a horizontal line.

Simon Hobbs
Director of Legal and Democratic Services

A G E N D A

PART I - NON-EXEMPT ITEMS

1. Apologies for Absence
To receive apologies for absence (if any)
2. Declarations of Interest
To receive declarations of interest (if any)

3. Minutes (Pages 1 - 8)

To confirm the non-exempt minutes of the meeting of the Improvement and Scrutiny Committee – Resources held on 23 July 2020

4. Public Questions (30 minute maximum in total) (Pages 9 - 10)

(Questions may be submitted to be answered by the Scrutiny Committee, or Council officers who are attending the meeting as witnesses, on any item that is within the scope of the Committee).

5. Regular Committee Update on Financial and Budgetary Position and Input into 2021-22 Budget planning (Pages 11 - 20)

6. Management of Customer Feedback (including complaints) (Pages 21 - 28)

7. Health, Safety and Wellbeing Update (Pages 29 - 32)

8. Verbal Update from the Chairman on the Review of Scrutiny