

PERFORMANCE SCRUTINY COMMITTEE

**Thursday, 14 November
2024**

6.00 pm

**Committee Rooms 1-2,
City Hall**

Membership: Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Natasha Chapman, Thomas Dyer, Adrianna McNulty, Neil Murray, Lucinda Preston, Anita Pritchard and Emily Wood

Substitute members: Councillors Liz Bushell and Annie Currier

Officers attending: Emily Holmes, Jaclyn Gibson, Democratic Services, Laura Shipley, and Joanne Crookes

AGENDA

SECTION A	Pages
1. Confirmation of Minutes - 26 September 2024	To Follow
2. Housing Scrutiny Sub-Committee Minutes - 5 September 2024	3 - 10
3. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
4. Portfolio Holder under Scrutiny - Customer Experience, Review and Resources	11 - 30
5. Quarter 2 2024/25 Operational Performance Report	31 - 100
6. Financial Performance (Detailed) - Quarterly Monitoring: Quarter 2	To Follow
7. Treasury Management and Prudential Code Update Report - Half Yearly Report	To Follow
8. Annual Complaints Performance and Service Improvement Report 2023/24	To Follow
9. Budget Review Process 2025/26	101 - 106
10. Work Programme 2024-25	107 - 120

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| 11. Strategic Risk Register - Quarterly Review | 121 - 124 |
| 12. Exclusion of Press and Public | 125 - 126 |

You are asked to resolve that the press and public be excluded from the meeting during the consideration of the following item(s) because it is likely that if members of the press or public were present, there would be disclosure of 'exempt information'

SECTION B

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| 13. Strategic Risk Register - Quarterly Review | 127 - 142 |
| | [Exempt Para 3] |