

Shropshire Council  
Legal and Democratic Services  
Shirehall  
Abbey Foregate  
Shrewsbury  
SY2 6ND

Date: Tuesday, 26 February 2019

**Committee:**  
**Performance Management Scrutiny Committee**

**Date:** Wednesday, 6 March 2019  
**Time:** 2.00 pm  
**Venue:** Shrewsbury/Oswestry Room, Shirehall, Abbey Foregate, Shrewsbury,  
Shropshire, SY2 6ND

You are requested to attend the above meeting.  
The Agenda is attached

Claire Porter  
Director of Legal and Democratic Services

**Members of Performance Management Scrutiny Committee**

Claire Wild (Chair)	Alan Mosley
Joyce Barrow	Cecilia Motley
Karen Calder	Peggy Mullock
Roger Evans	Dave Tremellen
Hannah Fraser	Leslie Winwood

Your Committee Officer is:

**Julie Fildes** Committee Officer  
Tel: 01743 257723  
Email: [julie.fildes@shropshire.gov.uk](mailto:julie.fildes@shropshire.gov.uk)

# **AGENDA**

## **1 Apologies for Absence and Substitutions**

## **2 Appointment of Vice Chairman**

## **3 Disclosable Pecuniary Interests**

Members are reminded that they must not participate in the discussion or voting on any matter in which they have a Disclosable Pecuniary Interest and should leave the room prior to the commencement of the debate.

## **4 Minutes of the meeting held on 6th February 2019**

To consider the Minutes of the Performance Management Scrutiny Committee meeting held on 6<sup>th</sup> February 2019. To follow.

Contact Julie Fildes, tel 01743 257723.

## **5 Public Question Time**

To receive any questions, statements or petitions from the public of which members of the public have given notice. Deadline for notification for this meeting is Tuesday 5<sup>th</sup> March 2019.

## **6 Member Question Time**

To receive any questions of which members of the Council have given notice. Deadline for notification for this meeting is 4.30pm on Friday 1<sup>st</sup> March 2019.

## **7 Digital Transformation Programme Update**

To receive a verbal update from the Director of Workforce and Development on the progress of the Digital Transformation Programme.

Contact: Michele Leith, tel 01743 254402

## **8 Quarter 3 2018/19 Corporate Performance Report (Pages 1 - 10)**

To receive the Quarter 3, 2018/19 Corporate Performance Report. To consider the key underlying and emerging performance issues, to identify any

performance areas for further consideration or referral to the appropriate overview and scrutiny committee. Report attached.

Contact Tom Dodds, tel 01743 258509.

**9 Quarter 3 2018/19 Financial Monitoring Report (Pages 11 - 50)**

To receive the Quarter 3, 2018/19 Financial Monitoring Report. To consider the key underlying and emerging performance issues, to identify any performance areas for further consideration or referral to the appropriate overview and scrutiny committee. Report attached.

Contact James Walton, tel 01743 258915.

**10 2017/18 Complaints that took 50 days or more to respond to**

To receive additional information on complaints with longer response times, further to consideration of the Annual Customer Feedback Report 2017/18 at a previous meeting. Report to follow.

Contact Tom Dodds, tel 01743 258518

**11 Overview and Scrutiny Work Programme 2018/19 (Pages 51 - 72)**

To consider the work programme of the Committee. Report attached.

Contact Danial Webb, tel 01743 258509.

**12 Date/Time of next meeting of the Committee**

The Committee is scheduled to next meet at 2.00pm on Wednesday 5<sup>th</sup> June 2019.