

# Lancashire County Council

## Cabinet Committee on Performance Improvement

Wednesday, 30th July, 2014 at 2.00 pm in The Diamond Jubilee Room  
(Formerly Cabinet Room 'B') - County Hall, Preston

### Agenda

#### Part 1 (Open to Press and Public)

No.	Item	
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1.	<b>Apologies for Absence</b>	
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2.	<b>Disclosure of Pecuniary and Non-Pecuniary Interests</b>	
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Members are asked to consider any Pecuniary and Non-Pecuniary Interests they may have to disclose to the meeting in relation to matters under consideration on the Agenda.

3.	<b>Minutes of the Meeting held on 9 June 2014</b>	(Pages 1 - 4)
	To be confirmed and signed by the Chair.	

4.	<b>Quarterly Corporate Complaints Report</b>	(Pages 5 - 36)
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5.	<b>Customer Service Centre performance report</b>	(Pages 37 - 56)
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6.	<b>NHS Health Check update report</b>	(Pages 57 - 62)
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7.	<b>Urgent Business</b>	
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An item of Urgent Business may only be considered under this heading where, by reason of special circumstances to be recorded in the minutes, the Chairman of the meeting is of the opinion that the item should be considered at the meeting as a matter of urgency. Wherever possible, the Chief Executive should be given advance warning of any Members' intention to raise a matter under this heading.

**8. Date of Next Meeting**

The next meeting of the Cabinet Committee will take place on Wednesday 1 October 2014 at 2.00pm in the Diamond Jubilee Room - Cabinet Room 'B', County Hall, Preston.

I M Fisher  
County Secretary and Solicitor

County Hall  
Preston