

# Lancashire County Council

## Cabinet Committee on Performance Improvement

Tuesday, 15th October, 2019 at 2.00 pm in Cabinet Room 'B' - The Diamond Jubilee Room, County Hall, Preston

### Agenda

Part I (Open to Press and Public)

#### No. Item

**1. Apologies for Absence**

**2. Disclosure of Pecuniary and Non-Pecuniary Interests**

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. Minutes of the Meeting held on 12th September 2019** (Pages 1 - 6)

**4. Statutory Social Care and Corporate Complaints Annual Reports for 2018/19 - Complaints and Customer Feedback** (Pages 7 - 42)

**5. Corporate Strategy: Performance Monitoring Proposals** (Pages 43 - 52)

**6. Urgent Business**

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.

**7. Date of Next Meeting**

The next meeting of the Cabinet Committee on Performance Improvement will be held at 2.00pm on Wednesday 11<sup>th</sup> December 2019 in Committee Room B – The Diamond Jubilee Room, County Hall, Preston.

L Sales  
Director of Corporate Services

County Hall  
Preston