
Cabinet Member for Strategic Finance and Resources

Time and Date

2.00 pm on Monday, 18th January, 2016

Place

Diamond Room 5 - Council House

Public Business

1. **Apologies**
2. **Declarations of Interest**
3. **Minutes of Previous Meeting** (Pages 3 - 8)
 - (a) To agree the minutes of the meeting held on 7 December 2015
 - (b) Matters Arising
4. **Update on Customer Journey Programme and Customer Services performance** (Pages 9 - 18)

Report of the Executive Director of Resources
5. **Outstanding Issues Report** (Pages 19 - 22)

Report of the Executive Director of Resources
6. **Any other items of public business which the Cabinet Member decides to take as matters of urgency because of the special circumstances involved.**

Private Business

Nil

Chris West, Executive Director, Resources, Council House Coventry

Friday, 8 January 2016

Note: The person to contact about the agenda and documents for this meeting is Usha Patel Tel: 024 7683 3198

Membership: Councillor D Gannon (Cabinet Member)

By invitation Councillor T Sawdon (Shadow Cabinet Member)

Please note: a hearing loop is available in the committee rooms

If you require a British Sign Language interpreter for this meeting
OR if you would like this information in another format or
language please contact us.

Usha Patel

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