

---

## Cabinet Member for Policy and Leadership

---

**Time and Date**

11.00 am on Monday, 20 November, 2023

**Place**

Committee Room 3 - Council House, Coventry

---

**Public Business**

1. **Apologies**
2. **Declarations of Interest**
3. **Minutes** (Pages 3 - 4)
  - a) To agree the minutes from the meeting held on 18 January, 2023
  - b) Matters Arising
4. **Complaints to the Local Government and Social Care Ombudsman 2022/23** (Pages 5 - 34)

Report of the Chief Executive
5. **Outstanding Issues**

There are no outstanding issues
6. **Any Other Items of Public Business**

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

---

Julie Newman, Chief Legal Officer, Council House, Coventry

Friday, 10 November 2023

Note: The person to contact about the agenda and documents for this meeting is Suzanne Bennett Tel: 024 7697 2299 Email: [suzanne.bennett@coventry.gov.uk](mailto:suzanne.bennett@coventry.gov.uk)

Membership: Councillor G Duggins (Cabinet Member)

By Invitation: Councillor G Ridley (Shadow Cabinet Member)

**Public Access**

Any member of the public who would like to attend the meeting in person is encouraged to contact the officer below in advance of the meeting regarding arrangements for public attendance. A guide to attending public meeting can be found here: <https://www.coventry.gov.uk/publicAttendanceMeetings>

**Suzanne Bennett****Tel: 024 7697 2299 Email: [suzanne.bennett@coventry.gov.uk](mailto:suzanne.bennett@coventry.gov.uk)**