
Scrutiny Co-ordination Committee

Time and Date

10.00 am on Wednesday, 16th September, 2026

Place

Diamond Rooms 1 and 2 - Council House

Public Business

1. **Apologies and Substitutions**

2. **Declarations of Interest**

3. **Minutes** (Pages 3 - 8)

- a. To agree the minutes of the meeting held on 26th August 2026.
- b. Matters arising.

4. **Local Government and Social Care Ombudsman Annual Review Letter 2025-26** (Pages 9 - 24)

Briefing Note of the Service Recovery Manager

Councillor Duggins has been invited to attend the meeting for this item.

5. **Customer Communication and Service Standards** (Pages 25 - 30)

Briefing Note of the Scrutiny Co-ordinator

6. **Scrutiny Co-ordination Committee Work Programme 2025/2026** (Pages 31 - 38)

7. **Outstanding Issues**

There are no outstanding issues.

8. **Any Other Items of Public Business**

Any other items of public business which the Chair decides to take as a matter of urgency because of the special circumstances involved.

Private Business

Nil

Julie Newman, Director of Law, Governance and Safer Communities, Council House, Coventry

Tuesday, 8 September 2026

Note: The person to contact about the agenda and documents for this meeting is Lara Knight, Governance Services - Telephone: 024 7697 2692 E-mail: lara.knight@coventry.gov.uk

Membership: Councillors F Beechey, J Blundell, J Gardiner, A Kaur (Deputy Chair), M Lapsa, E M Reeves, H Rehman, E Ruane and R Singh (Chair)

By invitation Councillor G Duggins

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>

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