

Time began	10.04am
Time ended	10.21am

**Leader of the Council Cabinet Member Meeting
15 July 2013**

Present: Councillor Bayliss

In attendance: Councillor Redfern

5/13 Apologies

There were none.

6/13 Late Items

There were no late items.

7/13 Declarations of Interest

There were no declarations.

8/13 Performance Reporting – Quarter Four 2012/13

A report of the Chief Executive was considered. The report detailed the quarter four performance results for the Council Scorecard and included a summary of performance.

The Leader asked about the measure requiring 80 per cent of complaints within the Chief Executive's Office to be responded to within 10 days. It was explained that the number of complaints had risen in some services but that this was believed to be in large part down to improved capturing of complaints.

The Leader stated that he would like to see a report brought to a future Council Cabinet meeting detailing how the council was dealing with complaints.

Resolved to note the report and request that a report on how the council dealt with complaints be brought to a future Council Cabinet meeting.

MINUTES END