



Securing the future... • *Improving services*
• *Enhancing quality of life* • *Making the best use of public resources*

Council Building
2 High Street
Perth
PH1 5PH

11 September 2013

A meeting of the **Scrutiny Committee** will be held in the **Committee Room, Fourth Floor, Council Building, 2 High Street, Perth** on **Wednesday 18 September 2013** at **2.00pm**.

If you have any queries please contact Paula Frazer on (01738) 475144 or Gillian Taylor on (01738) 475135.

BERNADETTE MALONE
Chief Executive

Those attending the meeting are requested to ensure that all mobile phones and other communication devices are switched off.

Members:

Councillor A Stewart (Convener)
Councillor B Vaughan (Vice-Convener)
Councillor M Barnacle
Councillor D Cuthbert
Councillor D Doogan
Councillor A Munro
Councillor A Younger
Mr I Jackson

PERTH AND KINROSS COUNCIL

SCRUTINY COMMITTEE

18 SEPTEMBER 2013

AGENDA

MEMBERS ARE REMINDED OF THEIR OBLIGATION TO DECLARE ANY FINANCIAL OR NON-FINANCIAL INTEREST WHICH THEY MAY HAVE IN ANY ITEM ON THIS AGENDA IN ACCORDANCE WITH THE COUNCILLORS' CODE OF CONDUCT.

1. Declarations of Interest
2. Minute of Meeting of Scrutiny Committee of 12 June 2013 for approval and signature (copy herewith) (**Pages 1-6**)
3. Single Outcome Agreement Annual Performance Report 2012/13 – Report by Chief Executive (copy herewith 13/440) (**Pages 7-64**)

Note: This report was considered and approved by the Council on 26 June 2013.
4. Follow Up Report to the Third Scrutiny Review of Learning from Complaints and Customer Feedback – Report by Depute Director (The Environment Service) (copy herewith 13/441) (**Pages 65-70**)
5. Complaints Handling Procedure Progress Report – Report by Head of Legal Services (copy herewith 13/442) (**Pages 71-78**)
6. Council Complaints Report for April 2012 – March 2013 – Report by Head of Legal Services (copy herewith 13/443) (**Pages 79-84**)