



# B O S T O N B O R O U G H C O U N C I L

Joint Chief Executive  
Rob Barlow

Municipal Buildings  
Boston  
Lincolnshire PE21 8QR  
Tel: **01205 314200**  
Fax: **01205 364604**

13 September 2023

## **NOTICE OF MEETING OF THE OVERVIEW & SCRUTINY - CORPORATE & COMMUNITY COMMITTEE**

Dear Councillor

You are invited to attend a meeting of the Overview & Scrutiny - Corporate & Community  
Committee on

**Thursday, 21st September, 2023 at 6.30 pm**

in the Committee Room, Municipal Buildings, West Street, Boston PE21 8QR

**ROB BARLOW**  
Joint Chief Executive

### **Membership:**

Chairman:	Councillor Paul Gleeson
Vice Chairman:	Councillor Suzanne Welberry
Councillors:	Jyothi Arayambath, Richard Austin BEM, Anton Dani, Neil Drayton, Stuart Evans, Patricia Marson, Chris Mountain, Helen Staples and Barrie Pierpoint

## A G E N D A

### **PART I – PRELIMINARIES**

**A APOLOGIES**

To receive apologies for absence and notification of substitutes (*if any*).

**B MINUTES (Pages 1 - 6)**

To sign and confirm the minutes of the last meeting.

**C DECLARATION OF INTERESTS**

To receive declarations of interests in respect of any item on the agenda.

## D PUBLIC QUESTIONS

To answer any written questions received from members of the public no later than 5 p.m. two clear working days prior to the meeting – for this meeting the deadline is 5 p.m. on Monday 18<sup>th</sup> September 2023

## **PART II - AGENDA ITEMS**

### 1 SOUTH & EAST LINCOLNSHIRE COUNCILS PARTNERSHIP CUSTOMER EXPERIENCE STRATEGY (Pages 7 - 24)

(A report by Emily Spicer, Assistant Director for Wellbeing & Community Leadership)

### 2 BOSTON TOWN CENTRE STRATEGY AND ACTION PLAN 2023-2027 (Pages 25 - 98)

(A report by John Leach, Deputy Chief Executive – Communities)

### 3 WORK PROGRAMME (Pages 99 - 100)

(For Members to note/discuss the Committee's current work programme)

## **Notes:**

The person to contact about the agenda and documents for this meeting is Karen Rist, Democratic Services Officer, Municipal Buildings, Boston, Tel. no: 01205 314226 email: karen.rist@boston.gov.uk

Council Members who are not able to attend the meeting should notify as soon as possible giving the name of the Council Member (if any) who will be attending the meeting as their substitute.

## **Alternative Versions**

Should you wish to have the agenda or report in an alternative format such as larger text, Braille or a specific language, please contact Democratic Services on direct dial (01205) 314226

### **Emergency Procedures**

**In the event of a fire alarm sounding all attendees are asked to leave the building via the nearest emergency exit and make their way to the Fire Assembly Point located in the car park at the rear of the Municipal Buildings.**