

**OVERVIEW AND SCRUTINY COMMITTEE**  
**PERFORMANCE AND RESOURCES**

**MINUTES OF MEETING HELD ON 19<sup>th</sup> JANUARY 2006**

Present: Cllrs Mrs Y Clarkson; Mrs C Giel; F Gleaves;  
F Heathcote; Mrs A Bradshaw; M McVeigh; A Norwood; G Sunderland;  
Mrs C Watson

Apologies for absence were received from Cllr Mrs J Hully; P Tyson

Also present: Cllr Miss E Woodburn (Leader)

Officers: Mrs S Borwick, Head of Finance and Business  
Development; K Parker, Head of Leisure and Environmental Services;  
M Jepson, Head of Legal and Democratic Services; C Nicholson,  
Accountancy Services Manager (Item 6); Peter Wadsworth, Customer  
Services Manager (item 9 & 10); T Capper, Democratic Services  
Manager; Ms J Murray, Scrutiny Support Officer

**Minutes**

Minutes of the meeting held on 10<sup>th</sup> November 2005 were agreed and signed by the Chair as a correct record.

**OSC-PR97**     **Arrangement of the Agenda**

**RESOLVED** – to defer Item 5, the Portfolio Holder being unavailable due to family reasons.

**OSC-PR98**     **Declaration of interests**

Being Members of the Budget Working Party, Cllrs Mrs A Bradshaw, G Sunderland and A Norwood declared a personal and prejudicial interest in Item 6 and withdrew.

**OSC-PR99**     **Scrutiny of the Budget Process**

Having examined three randomly-selected bids from conception to completion, Members did not have any major concerns about the budget process. They noted that a revision of the budget criteria remained on the work plan of this Committee and that the Budget Working Party itself was undertaking a review of the budget-setting process including the possibility of zero budgeting.

**RESOLVED:**                     that the budget-setting process appeared transparent.

**OSC-PR100 Budget Process and Efficiency Savings**

Members received a briefing from the Head of Legal and Democratic Services and the Head of Leisure and Environmental Services on how they addressed the Gershon Agenda, which included discussion on the paperless office and efficiencies as part of the proposed transfer of the sport and leisure services to a Trust.

**RESOLVED:** that the briefings be noted and that Members receive the three-year Gershon plan at their next meeting.

**OSC-PR101 Confidential Reporting Code**

Members commented on the Confidential Reporting Code and

**RESOLVED:** that account be taken of the comments.

**OSC-PR102 Customer Service Strategy**

Members were concerned that both strategy and commitments were achievable and not unrealistic. They also questioned whether all e-mails should be responded to within one working day, but were reassured that Members would be treated as external customers.

**RESOLVED:** that the Customer Service Strategy and the Customer Service Commitments be noted.

**OSC-PR103 Complaints Monitoring**

The record of complaints for April-September 2005 was received and Members noted that there had been relatively little expenditure in settling any complaints.

**OSC-PR104 National Conferences**

**RESOLVED:** that the report be withdrawn and represented after further consideration.

**OSC-PR105 Encouraging People to stand as Councillors**

Members noted the research and did not request any further information.

**OSC-PR106 Forward Plan**

The Forward Plan of key decisions to be taken by the Executive was received and noted.

**OSC-PR107 Work Plan**

The work plan was received and noted.

The meeting closed at 3.45 pm.

CHAIR: .....

DATE:.....