

## OVERVIEW & SCRUTINY MANAGEMENT COMMITTEE

Venue: Bainbridge Room  
Date: 24 April 2009  
Time: 10.00 am  
Contact Officer: Neil White  
Lead Officer: Tim Capper

1. Minutes of the Meeting held on [13 March 2009](#)
2. Apologies for Absence
3. **Declarations of Personal and Prejudicial Interests in Agenda Items:** Members to declare any Personal and Prejudicial Interests
4. **Arrangement of Agenda:** To consider the order in which the agenda items will be taken.
5. **Items for which the Press and Public will be Excluded:** To consider which agenda items will be considered with the press and public excluded, on the grounds that there is likely to be a disclosure of confidential information in breach of an obligation of confidence, or exempt information as defined in Schedule 12A of the Local Government Act 1972.
6. [Quarterly Compliments, Comments and Complaints and Annual Contact Centre Report](#) P 3 - 13

<p><b>Summary:</b> To note the contents of the Quarterly Compliments, Comments and Complaints and Annual Contact Centre Reports. Officers to be advised to use the Covalent Complaints module to record all comments, compliments and complaints received by their department</p>
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7. [Forward Plan](#) P 14 - 15

<p><b>Summary:</b> To receive the key decisions taken by the Executive May 2009 – July 2009</p>
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8. [Work Plan](#) P 16 - 22

<p><b>Summary:</b> To consider the Work Plans of the Council's Overview and Scrutiny Committees</p>
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9. **Executive Decisions – To Follow**

**Summary:** To consider the Decisions from the Executive meeting on  
21 April 2009

**Membership:** Councillors P Connolly (Chairman); C Whiteside (Deputy  
Chairman); Mrs Y R T Clarkson; Mrs M Docherty; Mrs E Eastwood; J Kane;  
M McVeigh; Mrs W Metherell; P Whalley.

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