

Meeting	Overview & Scrutiny Management Committee
Venue	Nicholson Room
Date	13 July 2007
Time	10.00am
Contact Officer	Neil White
Lead Officer	Tim Capper

1. Statements of Executive Decision made at the meeting held on [7 & 14 June 2007](#)

2. Apologies for absence

3. Arrangement of Agenda:

To consider the order in which the agenda items will be taken.

4. 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.

5. **Executive Decisions To Follow**

Summary: To consider the Decisions from the Executive meeting on 10 July 2007

6. [Customer Services Commitments](#)

[Customer Services Commitments Appendix A](#)

[Customer Services Commitments Appendix B](#)

Summary: To consider the results of the commitment research survey and mystery shopping exercise

7. [Complaints Monitoring](#)

Summary: To receive a summary of complaints from October 2006 March 2007

8. [Forward Plan](#)

Summary: To receive the key decisions taken by the Executive

9. [Work Plan](#)

Summary: To consider the Workplan

10. [Urgent Actions](#)

[Urgent Actions Appendix A](#)

[Urgent Actions Appendix B](#)

Summary: To consider a report on a review of the Council's Urgent Action Procedure

To consider the following items of report, for which it is likely that the meeting will not be open to the public, and which have been excluded from the public inspection:-

Urgent Actions Appendix C

Membership: **Councillors P Connolly (Chairman); K Hitchen (Deputy Chairman); A Bradshaw; Mrs Y R T Clarkson; Mrs E Eastwood; M McVeigh; Mrs W Metherell; R Salkeld; P Whalley**

Page last updated: 11 July 2007