

<b>Meeting</b>	Overview and Scrutiny Management Committee
<b>Venue</b>	Bainbridge Room
<b>Date</b>	14 March 2008
<b>Time</b>	10:00AM
<b>Contact Officer</b>	N White
<b>Lead Officer</b>	T Capper

1. **Minutes of the Meeting held on [15 February 2008](#)**
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. **[Accessible Information Policy](#)**

**Summary and Recommendation:** That the report on the monitoring of the Council's Accessible Monitoring Report be received.

6. **[Joint Authority Scrutiny Working Group: West Cumbria Strategic Partnership Meeting 21 February 2008.](#)**

**Summary:** To receive the notes of the Joint Authority Scrutiny Working Group: West Cumbria Strategic Partnership meeting 21 February 2008.

7. **[Compliments, Comments and Complaints](#)**

**[Appendix A](#)**

**Summary and Recommendations:** In the first 6 months of 2007/08, 78 complaints were investigated through the Council's Comments, Compliments and Complaints procedure.

Recommendations are:

1. Members to note the report and
2. Managers to be encouraged/reminded to record and feedback details of complaints and compliments received to the Customer Relations Officer for monitoring and reporting purposes.

8. **[Work Plan Consultation](#)**

**Summary:** That the Overview and Scrutiny Management Committee consider the list of consultees and suggest amendments and/or additions.

9. **[ICT Sub Group](#)**

**Summary:** To receive the notes of the ICT Sub Group meeting of 15 February 2008

10. **Executive Decisions - To Follow**

**Summary:** To consider the decisions from the Executive meeting on 11 March 2008.

11. **Forward Plan**

**Summary:** To receive the key decisions taken by the Executive February 2008 - May 2008

12. **Work Plan**

**Summary:** To consider the Work Plans of the Council's Overview and Scrutiny Committees

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

Page last updated: 06 March 2008