

Meeting	Overview and Scrutiny Management Committee
Venue	Bainbridge Room
Date	18 July 2008
Time	10:00AM
Contact Officer	N White
Lead Officer	T Capper

1. **Minutes of the Meeting held on [20 June 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. **Modern Councillor**

Summary and Recommendation: To receive a presentation on the Modern Councillor website and consider recommending to all Overview and Scrutiny Committees

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

Summary and Recommendation: In the second half of 2007/2008, 43 complaints were investigated through the Council's Comments, Compliments and Complaints procedure.

The total number of Complaints investigated for the whole of 2007/2008 was 121, an increase to the 106 recorded in 2006/2007.

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.

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

Summary and Recommendation: In the first quarter of 2008/2009, 23 complaints were investigated through the Council's Comments, Compliments and Complaints procedure.

The total number of Complaints investigated for the whole of 2007/2008 was 121, 56 of which were received in the corresponding first quarter.

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. [Commitments Survey](#)

Summary and Recommendation: To present the results of the Customer Commitments Survey exercise completed in April 2008.

It is recommended that:

1. the results are publicised accordingly
2. regular surveys be undertaken
3. further reports to OSC as solutions are being developed

9. [Protocol on Relations Between Overview and Scrutiny and the Executive](#)

[Appendix A](#)

Recommendation: that the Overview and Scrutiny Management Committee and the Executive be asked to formally agree the protocol at Appendix A and request the Council at its meeting on 9 September 2008 adopt the protocol as part of the Council's constitution

10. [Forward Plan](#)

Summary: To receive the key decisions taken by the Executive
July - October 2008

11. [Work Plan](#)

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

12. **Executive Decisions - To Follow**

Summary: To consider the decisions from the Executive meeting on 17 June 2008.

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

Page last updated: 10 July 2008