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Our Ref: DS  
Your Ref:

Date: 21 November 2017

Dear Councillor,

**Overview and Scrutiny Committee**

A Meeting of the **Overview and Scrutiny Committee** will be held in the **Council Chamber**, on **Wednesday, 29 November 2017 at 18:00**. You are requested to attend.

Yours faithfully,



Chief Executive

To:- **Conservative Group**  
Councillor Swann (Chairman), Councillor Billings (Vice-Chairman) and Councillors  
Atkin, Mrs Coe and Mrs Patten

**Labour Group**  
Councillors Bambrick, Dr Pearson and Mrs Stuart

## **AGENDA**

### **Open to Public and Press**

- 1** Apologies.
- 2** To receive the Open Minutes of the following Meeting:-  
  
Overview and Scrutiny Committee 18th October 2017 Open Minutes **4 - 7**
- 3** To note any declarations of interest arising from any items on the Agenda
- 4** To receive any questions by members of the public pursuant to Council Procedure Rule No.10.
- 5** To receive any questions by Members of the Council pursuant to Council procedure Rule No. 11.
- 6** REVIEW OF APPROACH TO CUSTOMER SERVICES / ENGAGEMENT  
  
Customer Services Scoping Document **8 - 9**  
  
Customer Service Code of Practice and Standards **10 - 33**  
  
Customer Care Overview **34 - 34**
- 7** REVIEW OF AREA FORUMS / SAFER NEIGHBOURHOOD MEETINGS (Verbal update)
- 8** COMMITTEE WORK PROGRAMME **35 - 36**

### **Exclusion of the Public and Press:**

- 9** The Chairman may therefore move:-  
That in accordance with Section 100 (A)(4) of the Local Government

Act 1972 (as amended) the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraph of Part I of the Schedule 12A of the Act indicated in the header to each report on the Agenda.

- 10** To receive any Exempt questions by Members of the Council pursuant to Council procedure Rule No. 11.