

## AGENDA

### OVERVIEW AND SCRUTINY PANEL

**MONDAY, 2 SEPTEMBER 2019**

**2.30 PM**

**COUNCIL CHAMBER, FENLAND HALL,  
COUNTY ROAD, MARCH PE15 8NQ**

Committee Officer: Izzi Hurst

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- 1 To receive apologies for absence.
- 2 Previous Minutes. (Pages 3 - 6)  
  
To confirm and sign the minutes of the meeting of 15 July 2019.
- 3 To report additional items for consideration which the Chairman deems urgent by virtue of the special circumstances to be now specified.
- 4 Members to declare any interests under the Local Code of Conduct in respect of any item to be discussed at the meeting.
- 5 Update on previous actions. (Pages 7 - 10)  
  
Members to receive an update on the previous meeting's Action Plan.
- 6 Progress of Corporate Priority - Communities. (Pages 11 - 46)

This report sets out the Council's progress in delivering the corporate objectives from April 2019 to July 2019. This is to ensure that members have the most up to date information possible.

7 Council Tax Support - 2020/21 scheme. (Pages 47 - 58)

Each year the Council is required to review its Council Tax Support (CTS) Scheme. This report advises Overview and Scrutiny of the progress of the 2019 annual review and the resultant proposals for consultation for changes to the CTS scheme to take effect from April 2020.

8 Annual Ombudsman Letter and 3Cs process. (Pages 59 - 72)

**Report** - To update Members on the annual statistics in relation to the Local Government and Health and Social Care Ombudsman (LGO) and the Council's corporate '3Cs' procedure. This explains how we deal with the comments, compliments, correspondence and complaints we receive.

**CONFIDENTIAL - ITEMS COMPRISING EXEMPT INFORMATION**

*To exclude the public (including the press) from a meeting of a committee it is necessary for the following proposition to be moved and adopted: "that the public be excluded from the meeting for Items which involve the likely disclosure of exempt information as defined in the paragraph 2 of Part I of Schedule 12A of the Local Government Act 1972 (as amended) as indicated.*

**Letter - CONFIDENTIAL**

9 Future Work Programme (Pages 73 - 78)

To consider the Draft Work Programme for Overview & Scrutiny Panel 2019/20.

10 Items which the Chairman has under item 3 deemed urgent.

Wednesday, 21 August 2019

Members: Councillor A Miscandlon (Chairman), Councillor A Hay (Vice-Chairman), Councillor G Booth, Councillor A Bristow, Councillor M Cornwell, Councillor M Humphrey, Councillor D Mason, Councillor M Purser, Councillor R Skoulding, Councillor D Topgood, Councillor B Wicks and Councillor F Yeulett