

AGENDA

OVERVIEW AND SCRUTINY PANEL

MONDAY, 7 SEPTEMBER 2020

1.30 PM

**A VIRTUAL MEETING VIA ZOOM VIDEO
CONFERENCING SYSTEM**

Committee Officer: Linda Albon
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Due to the COVID-19 outbreak and the restrictions by the Government on gatherings of people, this meeting will be conducted remotely using the Zoom video conferencing system. There will be no access to this meeting at the Council offices but you can view the meeting on YouTube, apart from any items marked confidential.

- 1 To receive apologies for absence.
- 2 Previous Minutes. (Pages 3 - 12)

To confirm the minutes of the meeting held 13 July 2020.
- 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 13 - 16)

Members to receive an update on the previous meeting's Action Plan.
- 6 Annual Update from Clarion

Members to receive a presentation from Clarion

7 Progress of Corporate Priority - Communities (Pages 17 - 30)

This report sets out the Council's progress in delivering the corporate objectives from April 2020 to July 2020. This is to ensure that Members have the most up to date information possible.

8 Local Government Ombudsman Annual Review of Complaints (Pages 31 - 36)

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.

9 Future Work Programme (Pages 37 - 42)

To consider the Draft Work Programme for Overview & Scrutiny Panel 2020/21.

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

Thursday, 27 August 2020

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