

A meeting of the **OVERVIEW AND SCRUTINY PANEL (SERVICE DELIVERY)** will be held in the **COUNCIL CHAMBER, PATHFINDER HOUSE, ST MARY'S STREET, HUNTINGDON, PE29 3TN** on **TUESDAY, 2 DECEMBER 2008** at **7:00 PM** and you are requested to attend for the transaction of the following business:-

**Contact
(01480)**

APOLOGIES

1. MINUTES (Pages 1 - 4)

To approve as a correct record the Minutes of the meeting of the Panel held on 4th November 2008.

**Miss H Ali
388006**

2 Minutes.

2. MEMBERS' INTERESTS

To receive from Members declarations as to personal and/or prejudicial interests and the nature of those interests in relation to any Agenda Item. Please see Notes 1 and 2 overleaf.

2 Minutes.

3. LOCAL GOVERNMENT ACT 2000: FORWARD PLAN (Pages 5 - 10)

A copy of the current Forward Plan, which was published on 14th November 2008, is attached. Members are invited to note the Plan and to comment as appropriate on any items contained therein.

**R Reeves
388003**

15 Minutes.

4. CUSTOMER SERVICE DEVELOPMENT IN ST IVES AND ST NEOTS (Pages 11 - 30)

To consider a report by the Head of Customer Services on Customer Service Development in St Ives and St Neots.

**J Barber
388105**

20 Minutes.

5. PERFORMANCE MONITORING (Pages 31 - 42)

To consider and comment on a report by the Head of Policy and Strategic Services containing details of the Council's performance against its priority objectives over the ensuing year.

**H Thackray
388035**

(Colour copies of this report are attached separately to the Agenda).

20 Minutes.

6. **CARE QUALITY COMMISSION: ENFORCEMENT POLICY CONSULTATION DOCUMENT** (Pages 43 - 82)

To receive and note details of consultation being undertaken by the Care Quality Commission on their enforcement policy and to decide whether the Panel wishes to submit a response on the consultation document.

20 Minutes.

7. **ENHANCED CLEANSING SERVICES** (Pages 83 - 84)

To consider a report on the Cabinet's decisions in response to the Panel's recommendations on Enhanced Cleansing Services.

**Miss H Ali
388006**

15 Minutes.

8. **IMPACT OF THE NEW A14 IN TERMS OF AIR QUALITY AND NOISE POLLUTION**

To receive a verbal update from Councillor M F Shellens on the preliminary findings of the new A14 and the potential impact that it would have on air quality and noise pollution.

15 Minutes.

9. **OVERVIEW AND SCRUTINY PANEL (SERVICE DELIVERY) - STUDIES** (Pages 85 - 96)

To consider a report by the Head of Administration on the Panel's programme of studies and to give consideration to the Panel's future work programme.

**Miss H Ali
388006**

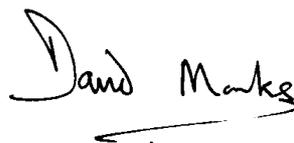
15 Minutes.

10. **SCRUTINY**

To scrutinise decisions since the last meeting as set out in the Decision Digest (**TO FOLLOW**) and to raise any other matters for scrutiny that fall within the remit of the Panel.

10 Minutes.

Dated this 25 day of November 2008



Chief Executive

Notes

1. *A personal interest exists where a decision on a matter would affect to a greater extent than other people in the District –*
 - (a) *the well-being, financial position, employment or business of the Councillor, their family or any person with whom they had a close association;*
 - (b) *a body employing those persons, any firm in which they are a partner and any company of which they are directors;*
 - (c) *any corporate body in which those persons have a beneficial interest in a class of securities exceeding the nominal value of £25,000; or*
 - (d) *the Councillor's registerable financial and other interests.*
2. *A personal interest becomes a prejudicial interest where a member of the public (who has knowledge of the circumstances) would reasonably regard the Member's personal interest as being so significant that it is likely to prejudice the Councillor's judgement of the public interest.*

Please contact Miss H Ali, Democratic Services Officer, Tel No: (01480) 388006 / e-mail: Habbiba.Ali@huntsdc.gov.uk if you have a general query on any Agenda Item, wish to tender your apologies for absence from the meeting, or would like information on any decision taken by the Panel.

Specific enquiries with regard to items on the Agenda should be directed towards the Contact Officer.

Members of the public are welcome to attend this meeting as observers except during consideration of confidential or exempt items of business.

Agenda and enclosures can be viewed on the District Council's website – www.huntingdonshire.gov.uk (under Councils and Democracy).

If you would like a translation of Agenda/Minutes/Reports or would like a large text version or an audio version please contact the Democratic Services Manager and we will try to accommodate your needs.

Emergency Procedure

In the event of the fire alarm being sounded and on the instruction of the Meeting Administrator, all attendees are requested to vacate the building via the closest emergency exit and to make their way to the car park adjacent to the Methodist Church on the High Street (opposite Prima's Italian Restaurant).