

A meeting of the **OVERVIEW AND SCRUTINY PANEL (SOCIAL WELL-BEING)** will be held in **CIVIC SUITE 0.1A, PATHFINDER HOUSE, ST MARY'S STREET, HUNTINGDON, PE29 3TN** on **TUESDAY, 2 JUNE 2015 at 7:00 PM** and you are requested to attend for the transaction of the following business:-

**Contact  
(01480)**

## **APOLOGIES**

### **1. MINUTES (Pages 1 - 10)**

To approve as a correct record the Minutes of the meetings held on 7 April 2015 and 20<sup>th</sup> May 2015.

**L Berridge  
338026**

## **2 SETS OF MINUTES**

### **2. MEMBERS' INTERESTS**

To receive from Members declarations as to disclosable pecuniary and other interests in relation to any Agenda item.

### **3. NOTICE OF KEY EXECUTIVE DECISIONS (Pages 11 - 14)**

A copy of the current Notice of Key Executive Decisions, which was published on 20<sup>th</sup> May 2015, is attached. Members are invited to note the Plan and to comment as appropriate on any items contained therein.

**Democratic Services  
388015**

### **4. CORPORATE PLAN PERFORMANCE MONITORING (QUARTER 4) (Pages 15 - 24)**

Adrian Dobbyne, Corporate Team Manager will present to the Panel on Corporate Plan Performance Monitoring for Quarter 4

**A Dobbyne  
388100**

### **5. CUSTOMER SERVICES MONITORING REPORT (Pages 25 - 40)**

J Taylor, Head of Customer Services will present the Customer Service Monitoring Report to the Panel.

**J Taylor  
388199**

### **6. CUSTOMER SERVICE STRATEGY (Pages 41 - 46)**

John Taylor, Head of Customer Services will present the Customer Service Strategy to the Panel.

**J Taylor  
388199**

### **7. FACING THE FUTURE**

Project and Programme Manager L Lock will present Facing the Future to the Panel. **(TO FOLLOW)**

**L Lock  
388086**

8. **WORKPLAN STUDIES** (Pages 47 - 50)

To consider the work programmes of the Economic and Environmental Well-Being Overview and Scrutiny Panels.

L Berridge  
388026

9. **OVERVIEW AND SCRUTINY PROGRESS** (Pages 51 - 58)

To consider a report on progress of the Panel's activities.

L Berridge  
388026

10. **SCRUTINY** (Pages 59 - 66)

To scrutinise decisions taken since the last meeting as set out in the Decision Digest and to raise any other matters for scrutiny that sit within the remit of the panel.

Democratic Services  
388169

Dated this 22 day of May 2015



Head of Paid Service

**Notes**

**1. Disclosable Pecuniary Interests**

- (1) *Members are required to declare any disclosable pecuniary interests and unless you have obtained dispensation, cannot discuss or vote on the matter at the meeting and must also leave the room whilst the matter is being debated or voted on.*
- (2) *A Member has a disclosable pecuniary interest if it -*
  - (a) *relates to you, or*
  - (b) *is an interest of -*
    - (i) *your spouse or civil partner; or*
    - (ii) *a person with whom you are living as husband and wife; or*
    - (iii) *a person with whom you are living as if you were civil partners*

*and you are aware that the other person has the interest.*
- (3) *Disclosable pecuniary interests includes -*
  - (a) *any employment or profession carried out for profit or gain;*
  - (b) *any financial benefit received by the Member in respect of expenses incurred carrying out his or her duties as a Member (except from the Council);*
  - (c) *any current contracts with the Council;*
  - (d) *any beneficial interest in land/property within the Council's area;*
  - (e) *any licence for a month or longer to occupy land in the Council's area;*
  - (f) *any tenancy where the Council is landlord and the Member (or person in (2)(b) above) has a beneficial interest; or*
  - (g) *a beneficial interest (above the specified level) in the shares of any body which has a place of business or land in the Council's area.*

**Non-Statutory Disclosable Interests**

- (4) *If a Member has a non-statutory disclosable interest then you are required to declare that interest, but may remain to discuss and vote providing you do not breach the overall Nolan principles.*
- (5) *A Member has a non-statutory disclosable interest where -*

- (a) a decision in relation to the business being considered might reasonably be regarded as affecting the well-being or financial standing of you or a member of your family or a person with whom you have a close association to a greater extent than it would affect the majority of the council tax payers, rate payers or inhabitants of the ward or electoral area for which you have been elected or otherwise of the authority's administrative area, or
- (b) it relates to or is likely to affect a disclosable pecuniary interest, but in respect of a member of your family (other than specified in (2)(b) above) or a person with whom you have a close association, or
- (c) it relates to or is likely to affect any body –
  - (i) exercising functions of a public nature; or
  - (ii) directed to charitable purposes; or
  - (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union) of which you are a Member or in a position of control or management.

and that interest is not a disclosable pecuniary interest.

## **2. Filming, Photography and Recording at Council Meetings**

The District Council supports the principles of openness and transparency in its decision making and permits filming, recording and the taking of photographs at its meetings that are open to the public. It also welcomes the use of social networking and micro-blogging websites (such as Twitter and Facebook) to communicate with people about what is happening at meetings. Arrangements for these activities should operate in accordance with guidelines agreed by the Council and available via the following link [filming, photography and recording at council meetings.pdf](#) or on request from the Democratic Services Team. The Council understands that some members of the public attending its meetings may not wish to be filmed. The Chairman of the meeting will facilitate this preference by ensuring that any such request not to be recorded is respected.

**Please contact Ms Lucie Berridge, Scrutiny Officer, Tel No. 01480 388026/e-mail [Lucie.Berridge@huntingdonshire.gov.uk](mailto:Lucie.Berridge@huntingdonshire.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 Committee/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](http://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 Elections & 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.*