



NOTICE OF MEETING

Overview and Scrutiny Commission
Thursday 19 November 2015, 7.30 pm
Council Chamber, Fourth Floor, Easthampstead House, Bracknell

To: OVERVIEW AND SCRUTINY COMMISSION

Councillor Leake (Chairman), Councillor Angell (Vice-Chairman), Councillors Allen, Mrs Angell, Mrs Birch, Brossard, Finnie, Harrison, Mrs McCracken, Mrs Mattick, Phillips, Porter and Mrs Temperton

Church Representative Members (Voting in respect of education matters only)

One Vacancy

Parent Governor Representative Members (Voting in respect of education matters only)

Mr R Briscoe and Mrs L Wellsted

cc: Substitute Members of the Commission

Councillors Dudley, King OBE, Tullett, Thompson and Worrall

ALISON SANDERS
Director of Corporate Services

EMERGENCY EVACUATION INSTRUCTIONS

- 1 If you hear the alarm, leave the building immediately.
- 2 Follow the green signs.
- 3 Use the stairs not the lifts.
- 4 Do not re-enter the building until told to do so.

If you require further information, please contact: Priya Patel
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Bracknell**

Sound recording, photographing, filming and use of social media at meetings which are held in public are permitted. Those wishing to record proceedings at a meeting are however advised to contact the Democratic Services Officer named as the contact for further information on the front of this agenda as early as possible before the start of the meeting so that any special arrangements can be made.

AGENDA

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1. Apologies for Absence/Substitute Members

To receive apologies for absence and to note the attendance of any substitute members.

2. Minutes and Matters Arising

To approve as a correct record the minutes of the meeting of the Overview and Scrutiny Commission held on 24 September 2015.

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3. Declarations of Interest and Party Whip

Members are requested to declare any disclosable pecuniary or affected interest, including the existence and nature of the Party Whip, in respect of any matter to be considered at this meeting.

Any Member with a Disclosable Pecuniary Interest or an affected interest in a matter should withdraw from the meeting when the matter is under consideration and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Disclosable Pecuniary Interest is not entered on the register of Members interests the Monitoring Officer must be notified of the interest within 28 days.

4. Urgent Items of Business

Any other items which, pursuant to Section 100B(4)(b) of the Local Government Act 1972, the Chairman decides are urgent.

5. Public Participation

To receive submissions from members of the public which have been submitted in advance in accordance with the Council's Public Participation Scheme for Overview and Scrutiny.

OVERVIEW AND POLICY DEVELOPMENT

6. **Human Resources**

To receive a presentation from the Chief Officer: Human Resources on the work of the Human Resources function, its current priorities, challenges and plans.

7. **Customer Contact**

To receive an update on the customer contact strategy, including performance on telephone response rates in the Customer Services Contact Centre.

8. **Complaints Against the Council in 2014/15**

To receive a briefing about complaints made against the Council in 2014/15 as part of the ongoing work to be responsive to residents' concerns.

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PERFORMANCE MONITORING

9. **Quarterly Service Reports (QSRs) 2015/16**

To consider the latest trends, priorities and pressures in terms of departmental performance as reported in the QSRs for the second quarter of 2015/16 (July to September 2015) relating to:

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- The Chief Executive's Office
- The Corporate Services Department

Please bring the previously circulated Quarterly Service Reports to the meeting. Copies are available on request and attached to this agenda if viewed online.

The Chairman has asked that any detailed or procedural questions arising from the Quarterly Service Reports should be referred to either the Assistant Chief Executive or Director of Corporate Services in advance. Except in cases of urgency, only issues of strategic importance or of wider implications should be raised at the meeting.

HOLDING THE EXECUTIVE TO ACCOUNT

10. **Executive Forward Plan**

Forthcoming items on the Executive Forward Plan of a corporate nature are attached for consideration.

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OVERVIEW & POLICY DEVELOPMENT

11. **Work Programme and Panel Activity Update**

To note the progress against the Overview and Scrutiny work programme for 2015-16, and the reports from Overview and Scrutiny Panel Chairmen on each Panel's progress against the work

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programme.

DATE OF NEXT MEETING

The next meeting of the Overview and Scrutiny Commission will be on 28 January 2016.