

Overview and Scrutiny Committee Agenda

Wyre Borough Council
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Overview and Scrutiny Committee meeting
on Monday 7 December 2015 at 6pm
in committee room 2, Civic Centre, Poulton-Le-Fylde

1. Apologies for absence

2. Declarations of interest

Members will disclose any pecuniary and any other significant interests they may have in relation to the matters to be considered at this meeting.

3. Confirmation of minutes

To confirm as a correct record the minutes of the meeting of the Overview and Scrutiny Committee held on 9 November 2015 (attached, pages 1 - 5)

4. Proposed fees and charges 2016/17

Howard Rawding, Head of Financial Services, and Julie Woods, Senior Account Manager, will attend the meeting and introduce the report on the proposed fees and charges for 2016/17, which has been submitted (attached, pages 6 – 28).

5. Capital growth bids 2016/17

Maria Blundy, Head of Built Environment, will attend the meeting to introduce the summary of the council's building maintenance condition survey 2014, which has been submitted (attached, page 29).

6. Complaints

Pete Mason, Head of Contact Centre, will attend the meeting to present a report about complaints received by the council. The report contains the following documents (attached, pages 30 – 37):

- I. Annual Report 2014/15 – Customer complaints and compliments
- II. Complaints/compliments Quarter 1, 2015/16 – 1 April 2015 to 30 June 2015
- III. Complaints/compliments Quarter 2, 2015/16 – 1 July 2015 to 30 September 2015
- IV. Corporate complaints Quarter 1, 2015/2016 – detail
- V. Corporate complaints Quarter 2, 2015/2016 – detail

7. Draft task group report – Clinical Commissioning Groups

Cllr Julie Robinson, Chairman of the Clinical Commissioning Groups task group will present the group's draft report to the committee (attached, pages 38 – 55).

8. Overview and Scrutiny Work Programme 2015-16

Philippa Davies, Corporate Director of Resources, has submitted a report updating the committee about the delivery of the Overview and Scrutiny Work Programme (attached, pages 56 – 59).

9. Date and time of next meeting

Monday 11 January 2016 at 6pm.

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