

OVERVIEW & SCRUTINY COMMITTEE

28th September 2006

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THE PRESS & PUBLIC ARE WELCOME TO ATTEND THE MEETING

Dear Councillor

20th September 2006

Your attendance is requested at a meeting of the Overview & Scrutiny Committee to be held on **Thursday 28th September 2006**, starting at **6.00pm**, in Committee Rooms A-C, Level – 1, Monkton Park Offices, Chippenham.

Any papers listed as “to follow”, urgent items or supplementary papers will be made available as soon as possible and in any event no later than 30 minutes before the start of the meeting.

Yours sincerely

J. Watling
Policy & Democratic Services Team Leader

To Councillors:

S.R. Coy
J.R. Ireland
S.D. Meadows
C. Reid

J.H. Rooke
T.R. Sturgis
J.P.S.S. Thomson
R.L. Tonge

S.R. Walls
J. Webb
J.M. Wood

AGENDA

1. Apologies for Absence

2. Membership

The Policy & Democratic Services Team Leader will report on changes of Membership under the Provisions of the Local Government (Committees and Political Groups) Regulations 1990 and the Council's Procedural Rule No.4.

3. Public Question Time/Receipt of Petitions

To receive public questions and/or petitions in accordance with the provisions of the Council Procedure Rule No.s 11 and 12.

4. Minutes

To approve and sign as a correct record the Minutes of the meetings of the Overview & Scrutiny Committee held on the 20th July 2006, **copy attached**, and 19th September, **copy to follow**.

5. Declarations of Interest

To receive declarations of interest from Members in respect of any item contained in this Agenda.

6. Chairman's Announcements

7. Customer Charter Performance Update

The purpose of Report No. 7, **copy attached**, is to provide an update to the Overview & Scrutiny Committee on performance against the Customer Charter.

8. Review of the Comments & Complaints Policy

The purpose of Report No. 8, **copy attached**, is to provide an update to the Overview & Scrutiny Committee on the progress of the implementation of the Comments & Complaints Policy.

9. Recommendations from the Telephone Contact Working Group

The purpose of Report No. 9, **copy attached**, is to present to the Overview and Scrutiny Committee the recommendations and action plan from the Telephone Contact Working Group.

10. Climate Change – The Carbon Trust Programme

The purpose of Report No. 10, **copy attached**, is to update the Overview & Scrutiny Committee on progress on the Carbon Trust Report and the implementation of its recommendations and to seek support from the Committee for an application for capital funding as a budget growth item for the financial year 2007/8 to address the recommendations.

11. Health Overview & Scrutiny Update

The purpose of the item is to enable the Committee's appointment to the Wiltshire Health Overview & Scrutiny Committee and to update the Committee on any pertinent issues. Minutes of the last meeting of the Wiltshire Health Overview & Scrutiny Committee held on the 19th September 2006, **copy to follow**, will be distributed.

12. Overview & Scrutiny Work Plan

The purpose of Report No. 12, **copy attached**, is to ask the Committee to consider the Overview & Scrutiny Work Plan and agree the inclusion of any additional issues it considers appropriate.