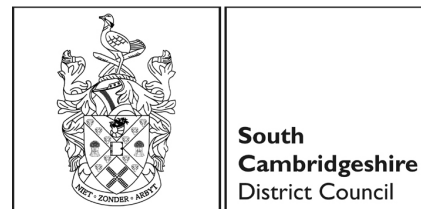


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26 August 2011

To: Chairman – Councillor James Hockney
Vice-Chairman – Councillor Bridget Smith
Members of the Scrutiny and Overview Committee – Councillors Jose Hales,
Roger Hall, Tumi Hawkins, Liz Heazell, Clayton Hudson, Mervyn Loynes,
Mike Mason, Ted Ridgway Watt, Bunty Waters and David Whiteman-Downes

Quorum: 6

There is a pre-meeting session at 6.15pm for members of the Committee only, to plan their lines of enquiry.

Dear Councillor

You are invited to attend the next meeting of **SCRUTINY AND OVERVIEW COMMITTEE**, which will be held in the **SWANSLEY ROOM, GROUND FLOOR** on **TUESDAY, 6 SEPTEMBER 2011** at **7.00 p.m.**

Members are respectfully reminded that when substituting on committees, subcommittees, and outside or joint bodies, Democratic Services must be advised of the substitution *in advance of* the meeting. It is not possible to accept a substitute once the meeting has started. Council Standing Order 4.3 refers.

Yours faithfully
JEAN HUNTER
Chief Executive

The Council is committed to improving, for all members of the community, access to its agendas and minutes. We try to take all circumstances into account but, if you have any specific needs, please let us know, and we will do what we can to help you.

AGENDA

PAGES

PROCEDURAL ITEMS

- 1. Apologies**
Councillor Mervyn Loynes has sent his apologies; Councillor Alison Elcox will attend as his substitute.
- 2. Declarations of Interest**
Please note that the Constitution requires that when considering any decision in respect of which a member of the Committee is subject to a party whip, the member must declare the existence of the whip. Under the Code of Conduct, any Councillor who has a personal or prejudicial

interest should declare this at the meeting.

3. Minutes of Previous Meeting

To authorise the Chairman to sign the Minutes of the meeting held on 30 June 2011 as a correct record. The minutes have been published and can be viewed at:

<http://modern.gov/ieListDocuments.aspx?CId=417&MId=5454>

4. Public Questions

5. Crime & Disorder Reduction Partnership (CDRP): Performance Review and Strategic Assessment 1 - 50

The Committee is invited to discuss the proposed restructure of the CDRP and the 2011 Strategic Assessment. Discussions will be informed by the CDRP Performance Reports for 2010/11 – Q4 and 2011/12 – Q1.

6. Review of Comments, Compliments and Complaints Policy 51 - 60

The Committee is invited to comment on the proposed revisions to the Policy.

7. Customer Service Excellence 61 - 68

The Committee is invited to consider and comment upon the attached work plan.

8. Work Programme 2011/12 69 - 74

9. Monitoring the Executive

Members are invited to inform the Committee regarding portfolio meetings attended, specifically:

- Issues challenged and the result
- Issues where the Committee could add further value

Portfolio	Date of meeting	Monitor(s)
Environmental Services	9 August	Cllr Mike Mason Cllr Jose Hales
Housing	20 July	Cllr Liz Heazell Cllr Jose Hales
Sustainability, Planning and Climate Change	8 July	Cllr Roger Hall Cllr Clayton Hudson
Cambridgeshire County Council's Adults' Wellbeing and Health Overview and Scrutiny Committee	7 July	Cllr Hall

10. To Note the Dates of Future Meetings

The future meeting dates for 2011/12 are as follows:

2011: 03 November at 2pm and 15 December at 2pm

2012: 06 February at 2pm and 29 March at 2pm

Exclusion of Press and Public

The law allows Councils to consider a limited range of issues in private session without members of the Press and public being present. Typically, such issues relate to personal details, financial and business affairs, legal privilege and so on. In every case, the public interest in excluding the Press and Public from the meeting room must outweigh the public interest in having the information disclosed to them. The following statement will be proposed, seconded and voted upon.

"I propose that the Press and public be excluded from the meeting during the consideration of the following item number(s) in accordance with Section 100(A) (4) of the Local Government Act 1972 on the grounds that, if present, there would be disclosure to them of exempt information as defined in paragraph(s) of Part 1 of Schedule 12A of the Act."

If exempt (confidential) information has been provided as part of the agenda, the Press and public will not be able to view it. There will be an explanation on the website however as to why the information is exempt.

OUR VISION

- We will make South Cambridgeshire a safe and healthy place where residents are proud to live and where there will be opportunities for employment, enterprise and world-leading innovation.
- We will be a listening Council, providing a voice for rural life and first-class services accessible to all.

OUR VALUES

We will demonstrate our corporate values in all our actions. These are:

- Trust
- Mutual respect
- A commitment to improving services
- Customer service

GUIDANCE NOTES FOR VISITORS TO SOUTH CAMBRIDGESHIRE HALL

While the District Council endeavours to ensure that visitors come to no harm when visiting South Cambridgeshire Hall, those visitors also have a responsibility to make sure that they do not risk their own or others' safety.

Security

Members of the public attending meetings in non-public areas of the Council offices must report to Reception, sign in, and at all times wear the Visitor badges issued. Before leaving the building, such visitors must sign out and return their Visitor badges to Reception.

Emergency and Evacuation

In the event of a fire, a continuous alarm will sound. Evacuate the building using the nearest escape route; from the Council Chamber or Mezzanine viewing gallery this would be via the staircase just outside the door. Go to the assembly point at the far side of the staff car park.

- **Do not** use the lifts to exit the building. If you are unable to negotiate stairs by yourself, the emergency staircase landings are provided with fire refuge areas, which afford protection for a minimum of 1.5 hours. Press the alarm button and wait for assistance from the Council fire wardens or the fire brigade.
- **Do not** re-enter the building until the officer in charge or the fire brigade confirms that it is safe to do so.

First Aid

If someone feels unwell or needs first aid, please alert a member of staff.

Access for People with Disabilities

The Council is committed to improving, for all members of the community, access to its agendas and minutes. We try to take all circumstances into account but, if you have any specific needs, please let us know, and we will do what we can to help you. All meeting rooms are accessible to wheelchair users. There are disabled toilet facilities on each floor of the building. Infra-red hearing assistance systems are available in the Council Chamber and viewing gallery. To use these, you must sit in sight of the infra-red transmitter and wear a 'neck loop', which can be used with a hearing aid switched to the 'T' position. If your hearing aid does not have the 'T' position facility then earphones are also available and can be used independently. You can obtain both neck loops and earphones from Reception.

Toilets

Public toilets are available on each floor of the building next to the lifts.

Recording of Business and Use of Mobile Phones

The Council is committed to openness and transparency. Until such time as the Council's Constitution is updated to allow public recording of business, the Council and all its committees, sub-committees or any other sub-group of the Council or the Executive will have the ability to formally suspend Standing Order 21.4 (prohibition of recording of business) for the duration of that meeting to enable the recording of business, including any audio / visual or photographic recording in any format or use of social media to bring Council issues to a wider audience. To minimise disturbance to others attending the meeting, all attendees and visitors are asked to make sure that their phones and other mobile devices are set on silent / vibrate mode during meetings.

Banners, Placards and similar items

No member of the public shall be allowed to bring into or display at any Council meeting any banner, placard, poster or other similar item. The Chairman may require any such item to be removed.

Disturbance by Public

If a member of the public interrupts proceedings, the Chairman will warn the person concerned. If they continue to interrupt, the Chairman will order their removal from the meeting room. If there is a general disturbance in any part of the meeting room open to the public, the Chairman may call for that part to be cleared.

Smoking

Since 1 July 2008, the Council has operated a new Smoke Free Policy. Visitors are not allowed to smoke at any time within the Council offices, or in the car park or other grounds forming part of those offices.

Food and Drink

Vending machines and a water dispenser are available on the ground floor near the lifts at the front of the building. Visitors are not allowed to bring food or drink into the meeting room.