



**BARRY KEEL**  
Chief Executive  
Floor 1 - Civic Centre  
Plymouth  
PL1 2AA

[www.plymouth.gov.uk/democracy](http://www.plymouth.gov.uk/democracy)

Date 13/11/09 Telephone Enquiries 01752 304022 Fax 01752 304819  
Please ask for Helen Wright, Democratic Support Officer e-mail [helen.wright@plymouth.gov.uk](mailto:helen.wright@plymouth.gov.uk)

## **CUSTOMERS AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL**

**DATE: MONDAY 23 NOVEMBER 2009**  
**TIME: 10.00 AM**  
**PLACE: COUNCIL HOUSE, NEXT TO THE CIVIC CENTRE**

### **Committee Members–**

Councillor Fox, Chair  
Councillor Wildy, Vice Chair  
Councillors Berrow, Mrs Foster, McDonald, Mrs Nicholson, Roberts, Smith and Mrs Stephens.

### **Substitutes–:**

Any Member other than a Member of the Cabinet may act as a substitute member provided that they do not have a personal and prejudicial interest in the matter under review.

***Members are invited to attend the above meeting to consider the items of business overleaf.***

***Members and Officers are requested to sign the attendance list at the meeting.***

**BARRY KEEL**  
**CHIEF EXECUTIVE**

# **CUSTOMERS AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL**

## **PART I (PUBLIC COMMITTEE)**

### **AGENDA**

**1. APOLOGIES**

To receive apologies for non-attendance submitted by Panel Members.

**2. DECLARATIONS OF INTEREST**

Members will be asked to make any declarations of interest in respect of items on this agenda.

**3. MINUTES**

**(Pages 1 - 8)**

The Panel will be asked to confirm the minutes of the meeting held on 28 September 2009.

**4. CHAIR'S URGENT BUSINESS**

To receive reports on business which, in the opinion of the Chair, should be brought forward for urgent consideration.

**5. FEEDBACK FROM OVERVIEW AND SCRUTINY  
MANAGEMENT BOARD**

To receive any relevant feedback from the Overview and Scrutiny Management Board.

**6. LIFE CENTRE AND RELATED LEISURE PROJECTS -  
UPDATE AND TO AGREE FUTURE SCRUTINY  
ARRANGEMENTS (TO FOLLOW)**

The Panel will receive update and agree future scrutiny arrangements for the Life Centre and related leisure projects.

**7. QUARTERLY SCRUTINY REPORT**

**(Pages 9 - 14)**

The Panel will consider its draft quarterly report.

## **8. CORPORATE IMPROVEMENT PRIORITIES**

The Panel will consider the corporate improvement priorities that relate to their terms of reference, in order to achieve early scrutiny input into the Corporate Plan. (As agreed at the Overview and Scrutiny Management Board meeting on 7 October 2009).

CIP1 (Improving customer service)

CIP6 (Providing more and better culture and leisure activities)

## **9. HIGH LEVEL BUDGETARY RISKS**

The Chair will ask the Panel to consider any 'high level budgetary risks', as agreed at the Overview and Scrutiny Management Board on 7 October 2009.

[www.plymouth.gov.uk/democracy](http://www.plymouth.gov.uk/democracy) - overview and scrutiny management board 07.10.09.

## **10. UPDATE ON MOBILE POLLING UNITS (Pages 15 - 18)**

The Director for Corporate Support will submit an update report on mobile polling units.

## **11. UPDATE ON THE ACTION PLAN FOR THE ACCESS TO SERVICES INSPECTION**

The Director for Corporate Support will provide an update on the action plan for the access to services inspection.

## **12. TRACKING RESOLUTIONS (Pages 19 - 20)**

To monitor progress on the previous resolutions.

## **13. WORK PROGRAMME (Pages 21 - 22)**

The Panel will consider its work programme for 2009/10.

## **14. EXEMPT BUSINESS**

To consider passing a resolution under Section 100A(4) of the Local Government Act 1972 to exclude the press and public from the meeting for the following item(s) of business on the grounds that it (they) involve(s) the likely disclosure of exempt information as defined in paragraph(s) .... of Part 1 of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

## **PART II (PRIVATE PANEL)**

### **MEMBERS OF THE PUBLIC TO NOTE**

that under the law, the Committee is entitled to consider certain items in private. Members of the public will be asked to leave the meeting when such items are discussed.

Nil.