

AGENDA

NOTE: In the case of non-members, this agenda is for information only

- Committee** - **SPECIAL MEETING OF THE OVERVIEW AND SCRUTINY COMMISSION**
- Date & Time** - **Friday, 17th August, 2018 at 10.00 am**
- Venue** - **Anglia Room, Elizabeth House, Walpole Loke, Dereham**

Members of the Committee requiring further information, or with specific questions, are asked to raise these with the appropriate officer at least two working days before the meeting. If the information requested is available, this will be provided, and reported to Committee.

Members of the OSC

Councillor E. Gould (Chairman)
Mr D. R. R. Oliver (Vice-Chairman)
Mr P. M. M. Dimoglou
Mr R. F. W. Brame
Mr D. M. Crawford
Mrs T. Hewett

Mr T. J. Jermy
Mr A.P. Joel
Mr R.G. Kybird
Mrs S.M. Matthews
Mr M. J. Nairn
Mr R. R. Richmond

Substitute Members

Cllr C.R. Bowes
Mr H. Clarke
Mr J. Newton
Mr P. Wilkinson

Democratic Services
Elizabeth House, Walpole Loke,
Dereham Norfolk, NR19 1EE

Date: Friday, 10 August 2018

PROTOCOL

Working Style of the Overview & Scrutiny Commission (OSC) and Other Scrutiny Bodies

This document sets out the roles of Members and Officers, and the general principles to be adopted by the OSC and other scrutiny bodies such as Scrutiny Task and Finish Groups.

Member Leadership

Members of the OSC will take the lead in selecting topics for overview and scrutiny and will recognise that best practice identifies scrutiny as a non-executive Member-led activity. The OSC will expect Cabinet members to take prime responsibility for answering their questions about topics which chiefly relate to the Council's activities.

A Constructive Atmosphere

Meetings of the OSC will be constructive and not judgmental. The Commission recognises and accepts that effective scrutiny is best achieved through challenging and constructive enquiry. People giving evidence should be given due respect and not made to feel under attack.

Independence

Members of the OSC/task and finish groups will not be subject to whipping arrangements by the party groups.

Respect and Trust

Meetings will be conducted in a spirit of mutual respect and trust.

Consensus

Members of the OSC/task and finish groups will work together and, while recognising political allegiances, will attempt to achieve consensus and agreed targeted recommendations. There will be recognition that the OSC has a primary duty to scrutinise on behalf of the community.

Openness and Transparency

The OSC's business will be open and transparent, except where there are sound reasons for protecting confidentiality. The minutes of the Commission's meetings will explain the discussion and debate so that they can be understood by an outside reader.

Impartial and Independent Officer Advice

Officers who advise and support scrutiny will give impartial and independent advice, as officers support all members of the Council.

Regular Review

There will be regular reviews of how the scrutiny process is working, and a willingness to change if it is not working effectively.

Programming and Planning

It is the responsibility of the OSC and the wider non-executive to determine its work programme and to allocate specific reviews either through a dedicated task and finish group or to undertake a review itself. Before each topic/review is commenced, the O&SC will agree the scope of the exercise, what information they will need initially, and which members, officers and external witnesses they wish to see.

Managing Time

The OSC will aim to conclude the business of each meeting in reasonable time. The order of business will be arranged as far as possible to minimise the demands on the time of witnesses.

Member/Officer Roles

Executive members will regularly be called to account for the decisions they have made and to explain progress in key areas of their portfolio – and in the case of the Council Leader – the Council as a whole. Members will be expected to produce and present a brief written account of their executive activities and will then be questioned by members of the OSC for a period no longer than 20 minutes.

Co-optees

“Expert witnesses” may be co-opted onto scrutiny task and finish groups to provide technical assistance to the review. Co-optees possess no voting rights.

Substitutes

Substitute members will be so listed on the agenda papers of the Overview & Scrutiny Commission. It is a member responsibility to alert a substitute in the event that she/he cannot attend a meeting.

PART A - ITEMS OPEN TO THE PUBLIC

| | <u>Page(s) herewith</u> |
|--|-----------------------------|
| <p>1. <u>APOLOGIES AND SUBSTITUTES</u></p> <p>To receive apologies for absence and to note substitute Members in attendance.</p> | |
| <p>2. <u>DECLARATION OF INTERESTS</u></p> <p>The duties to register, disclose and not to participate for the entire consideration of the matter, in respect of any matter in which a Member has a disclosable pecuniary interest are set out in Chapter 7 of the Localism Act 2011. Members are also required to withdraw from the meeting room as stated in the Standing Orders of this Council.</p> | |
| <p>3. <u>NON-MEMBERS WISHING TO ADDRESS THE MEETING</u></p> <p>To note the names of any non-members or public speakers wishing to address the meeting.</p> | |
| <p>4. <u>CUSTOMER ACCESS STRATEGY</u></p> <p>Report of Executive Member People and Information, Councillor Alison Webb.</p> | 5 - 35 |
| <p>5. <u>ICT & DIGITAL STRATEGY</u></p> <p>Report of Executive Member People and Information, Councillor Alison Webb.</p> | 36 - 76 |
| <p>6. <u>TASK AND FINISH GROUPS</u></p> <p>For discussion.</p> | |
| <p>7. <u>NEXT MEETING</u></p> <p>To note the arrangements for the next meeting to be held on 27 September 2018 at in the Anglia Room, Elizabeth House, Walpole Loke, Dereham.</p> | |